

TOPPAN MERRILL

Client Success Story: Service Cloud



BACKGROUND

Toppan Merrill (TM) is a pioneer in financial printing and communication solutions. As a trusted partner to the world's financial, legal and corporate communities for five decades, they provide secure and revolutionary solutions through unparalleled expertise, continuous innovation and unmatched service.



OBJECTIVE

TM needed to streamline their billing process which had been costly and delayed due to numerous human checks. Their process allowed for only 1 service request to be added to a case. Additional parts of the service request were added to the description field. Hourly and itemized billing were difficult to distinguish. TM employees had to manually copy and paste data from Salesforce into other IT systems, causing issues with data integrity. The process was ineffective and led to a large number of human errors.



SOLUTIONS

Cloud113 customized TM's Service Cloud and streamlined their service billing process:

- This included creating custom lightning flows, building a customized summary table with active confirmations and creating a multi-step screen flow to walk users through the key processes
- Best practice architecture implemented throughout configuration process
- Build out was confirmed, then integrated with Azure DataFactory, for seamless synchronized data

RESULTS

- Service Ticket to resolution reduced by approximately 50 hours
- Reduced 2 Full Time Equivalents (FTE) in labor costs
- Errors reduced by more than 95%
- Working consistently inside the Salesforce platform reduced frustrations and elevated user experience



We are thankful for the whole Cloud113 team and their continued partnership throughout the years. We are so fortunate to have found you and been able to grow together.