CriticalRiver helps a leading Hi-tech manufacturing company with Salesforce CPQ Cloud resulted in automating processes and achieving greater ROI

The Customer	Customer is a leading provider of rupture disc (bursting disc) devices for a variety of process industries

Business Challenge

- Inefficient Contract Management Across Divisions Isolated processes duplicating agreements and contract creation
- Manual contract creation and approval processes hampering productivity
- Sensitive contract data lacked secure storage
- Lack of central repository for past contracts
- Inconsistent and inaccessible data

Solution Delivered

- Implemented Salesforce CPQ Cloud enabling automation of all processes
- Process automation eliminated redundancies
- Eliminated duplicate entries ensuring data accuracy
- Accelerate contract approval processes improving efficiencies
- Eliminated all communication gaps enabled greater collaboration
- Secure storage ensured reliability and better view and management of data
- Single repository for contract terms and clauses provided 360-degree of information

Impact Created

- 75% cycle time reduction
- $1M saved in admin costs per year
- 49% increase in sales proposal volume
- Automation on one standard platform and solution
- 55% stronger compliance management
- Easy maintenance for various templates
- Ability to quickly absorb new contracts and processes via FIS's ongoing acquisitions

Solution Components

Salesforce Service Cloud, Mulesoft as middleware for Integrations, SteelBrick CPQ (Quote to cash flow & CLM - Contract Life Cycle Management), Workday Integration