

INDUSTRY: Transportation

DISYS SERVICE: Cloud Services

COMPANY: A U.S.-based, comprehensive waste and environmental services company



BUSINESS CHALLENGE

- The client needed to standardize its sales processes across all lines of business, improve customer relationships and retention, and increase profitability and revenues and required implementation of a CRM tool
- The chosen CRM tool, Salesforce.com's *Salesforce Automation (SFA)*, needed to be fully implemented within 24 months, including communication with the user community throughout the phased rollout of the SFA tool.



THE DISYS SOLUTION

- Our Salesforce.com-experienced Project Management team used a three (3) - phase implementation approach to promote implementation integrity and user acceptance
- The DISYS team utilized a PRISM methodology with associated Scrum development throughout the project



RESULTS & BENEFITS

- **Successfully implemented Salesforce.com cloud computing tool that boosted revenue**
- **Phased transition lead to wide user acceptance**
- **By partnering with DISYS, the client was able to consolidate several project roles to reduce project cost**
- **Aligned data conversions and integrations with internal team and promoted efficient, effective implementation**