

Portal improves productivity by \$2.5M/year

Integrating data from multiple systems makes data smarter and more powerful

Company

Leading foodservice distributor.

Business Pains

To solve customer issues in real time, the sales coordinators (SC's) needed access to all needed information without having to log into (and switch between) multiple applications / terminals.

Solution

- Oracle WebCenter Framework was chosen to create a SC Portal that would
 - be used as a single entry point for users.
 - enable integration of multiple internal apps. into one unified view.
 - leverage the open source solution chosen for single sign-on.
- Integrates all needed applications /systems into one unified view. This includes Avaya, Salesforce Service Cloud, and other 3rd party applications.

Customer Benefits

The sales coordinators (SCs):

- Save up to 2 hours a day switching between multiple applications and windows.
- Have a single, customized dashboard view of all needed, real-time, customer-related data to effectively manage all customer relationships.
- Reduced onboarding costs since only minimal training was needed for solution.

The search for information can cost \$14K per employee per year....

2 hrs/day saved in switching between applications

Each [customer] interaction should convey consistent and personalized data and contextual knowledge and information to the customer

...Forrester, 1/2013

