



Complete Front & Back Office Solution, Built on Salesforce

Outdated workflows prevented Kathy Kuo Home from achieving their revenue goals and a disjointed customer experience was leaving users frustrated.

Challenges:

- Legacy workflows
- Losses of 15% annually
- Limited ability to scale current model
- Complex back end processes
- Manual workflows

Solution:

- Streamline technology and processes
- Built a complete front and back office solely on the Salesforce platform by replacing legacy system with Salesforce Order Management, Commerce, and Service Cloud

Products Leveraged:

- Salesforce Order Management Cloud
- Salesforce Commerce Cloud
- Salesforce Service Cloud

Business Growth

Luxury furniture and interior design retailer's forward-looking growth goals were ambitious, and required an innovative solution that could scale for the future. Our customer implemented a modern online B2C Ecommerce experience by optimizing the front and back office onto one platform for a seamless experience and a surge in sales.

Company: Kathy Kuo Home

Industry: Retail



KATHY KUO
HOME