

Investing in the Future

Background

The investment software company's legacy sales and service processes were slow, manual, and the root cause of significant value leakage.

Challenges

- Spreadsheet-based sales and support processes were slow and error-prone.
- Lack of subscription management thwarted renewals, resulting in lost revenue.
- Inadequate asset management resulted in sales and financial reporting troubles.
- Time-consuming support processes were having a negative impact on customer experience.

Solution

A multi-cloud Salesforce solution to enhance Allvue's subscription model, increase sales and service efficiency, and minimize revenue leakage.

Results

- New subscription management capability automated billings and renewals which lead to business uplifts that prevented lost revenue.
- Automated asset management enabled accurate financial reporting and forecasting.
- Automated entitlement processes facilitated fast case management at every level of customer support.
- A self-service customer community that empowers end users to find resolution for common inquiries resulting in improved customer experience.

ALLVUE 

Industry

Computer Software

Organization Size

Mid-market - \$120M in Revenue;
1,500 employees

Products and Services

- Salesforce Sales Cloud
- Salesforce Service Cloud
- Salesforce Experience Cloud

Integrations

- Dell Boomi

Key Differentiator

Argano has a proven track record designing and implementing modern subscription solutions to drive revenue for businesses in the high-tech industry.