

Multi-Location CPQ

Background

The Healthcare tech company's quoting processes and revenue operations were in need of a major upgrade to address a broken CPQ implementation and a manual, decentralized contract management process.

Challenges

- Terrible CPQ performance – Inability to sell to largest ~100 customers (which comprised 40% of client's revenue) due to governor limitations and system timeouts – nearly every click within CPQ system would reprice the entire cart.
- Lack of scalability and automation – Existing revenue operations process, including CPQ implementation and contract management function, was time-intensive, error prone and unable to scale to support business growth.
- Poor business intelligence – The client was often in the dark with regards to important business metrics due to disjointed data and lacked visibility into the status of customer agreements.

Solution

A single CPQ instance to serve the entire core business coupled with an optimized contract management process that provides a single repository for all customer agreements.

Results

- Faster quoting speed – some tasks that took 1+ hour in the past now can be accomplished in minutes
- Faster time to agreement creation – 10X process reduction from 30 minutes to 2-3 minutes
- Extensible CPQ solution is scalable to support future business needs without major performance degradation
- Improved product and pricing flexibility streamlines selling process of the specialized software solutions PointClickCare sells
- Contract errors and manual contract management process eliminated through implementation of Conga

PointClickCare®

Industry

MedTech

Organization Size

Mid-market - \$380M in Revenue;
1,800 employees

Products and Services

- Salesforce CPQ
- Conga Composer
- Adobe eSign

Integrations

- NetSuite
- Boomi

Key Differentiator

Argano architected and successfully implemented a multi-location CPQ solution that solved the complex business needs of the client.

"ArganoMind delivered on their commitments and helped drive project success. They are a trusted partner in our ecosystem."

-Peter Provost, Sr. Director, Business Architecture,
Business Operations, PointClickCare