

Multi-Cloud Digital Transformation



"Argano has been an amazing and trusted implementation partner. They have expertise in both Salesforce and Oracle CPQ and brought us their top-notch resources. We are already collaborating on future strategies and projects to continue our partnership."

- Director, Global Commercial Programs
Thermo Fisher Scientific

Background

Global manufacturer of scientific solutions and laboratory materials was struggling with an aging CRM (Siebel) and failing integrations.

Challenges

- Legacy system was no longer supported, provided inadequate performance, and required significant maintenance
- Manual sales processes were hindering revenue growth
- Lack of a single source of truth and limited reporting capabilities made it difficult to accurately track leads and opportunities
- Internal stakeholders identified Oracle and Salesforce platforms for their needs, but they needed advisory and implementation expertise to make a change

Solution

An end-to-end digital transformation strategy to automate and standardize global business processes.

Results

- Improved data integrity and reporting was achieved by integrating a modern, scalable CRM system
- Errors were reduced and sales were accelerated with configure, price, quote (CPQ) technology
- Sales team can now access product and sales data on the go thanks to the implementation of omnichannel capabilities
- Successful adoption of standardized global processes achieved through mass data migrations and user onboarding roadmaps

ThermoFisher
SCIENTIFIC

Industry

Manufacturing/Healthcare

Organization Size

Enterprise - \$39.2B in Revenue;
125,000 Employees

Products and Services

- Salesforce Sales Cloud
- Salesforce Experience Cloud
- Oracle CPQ Cloud

Key Differentiator

Argano has the expertise to design and implement multi-cloud solutions that transform and standardize complex global processes.