



Satellite internet major saves big with Salesforce Cloud

Brillio optimized client operations and reduced costs with Industries CPQ and Salesforce Communications Cloud for efficient quote-to-order management



A satellite with solar panels is shown in orbit above Earth. A blue signal icon, consisting of concentric arcs and a central dot, is overlaid on the image, representing satellite communication. The background shows the Earth's surface with city lights at night.

The company is one of the pioneers in the global satellite internet access and space telecommunications industry. The organization encountered several challenges due to rapid advancements in global communication technologies and the increasing demand for streamlined digital services. Recognizing a significant market shift towards integrated, efficient quote-to-order management and the need for configurable contracts to handle complex deals, the company aimed to create a robust platform to accelerate the time to market for new communication offerings.

With exceptional technological solutions and services, coupled with proven proficiency in modernizing legacy systems, Brillio emerged as the ideal partner. It is well-equipped to spearhead the implementation of the Communication Cloud and Industries CPQ, manage and optimize quote-to-order processes, configure contracts, and execute complex deals.

Streamlining Quote-to-Order with Salesforce Communications Cloud

The initial phase involved conducting extensive workshops to understand the client's requirements. These sessions provided insights into the client's specific needs and expectations. Following the workshops, detailed assessments of the current systems were performed to identify gaps and improvement opportunities.

Engaging in co-innovation sessions was a key component of the approach. These sessions were designed to foster collaboration in developing tailored solutions, ensuring the implementation aligned with the client's business objectives.

Following the comprehensive assessment, a solution was designed to ensure a seamless transition and optimal functionality, leveraging a structured approach encompassing various critical phases.

The proposed solution utilized Salesforce Communications Cloud and Industries CPQ to streamline the client's quote-to-order process. This included product setup, bundles, validation rules, pricing, and discount management. Integration of CRM and automation tools further enhanced efficiency and accelerated time to market, tailored specifically for Sales, Product, Legal, and Finance teams.

The end-to-end CPQ solution ensured rapid quote generation, seamless order management, and overall operational efficiency.

Strategic Rollout and Comprehensive User Support

An agile methodology was employed for the implementation phase to ensure iterative development, allowing for flexibility and continuous improvement. Salesforce Communications Cloud and Industries CPQ were configured and customized to the client's specific needs. The agile approach ensured that issues could be addressed promptly, leading to a more robust and effective solution.

Rigorous testing was conducted to ensure the solution met all functional requirements.

This included user acceptance testing to validate the solution against the client's business goals.

A phased deployment approach was adopted to minimize disruption and ensure a smooth transition. This method allowed for any potential issues to be addressed in stages, ensuring a more controlled and effective deployment.

Comprehensive go-live support was provided to assist the client during the transition, ensuring that any immediate concerns were promptly addressed.

Brillio worked closely with partners to deliver comprehensive user training, equipping the teams with the necessary skills to utilize the new system effectively.

Streamlined Processes and Cost Savings with Industries CPQ

Implementing Industries CPQ and contract management using Communications Cloud resulted in several significant benefits. The system streamlined lead-to-order processes into a single, cohesive platform, which significantly reduced deployment time. This integration lowered operational costs by eliminating manual efforts and consolidating tools, leading to substantial cost savings.

Scalability was another key advantage, as the system enabled thousands of sales teams to utilize it effectively, accommodating growth and increased demand. The user experience was also greatly improved, with a holistic, user-centric platform enhancing overall satisfaction. Additionally, the use of Slack facilitated efficient cross-departmental collaboration, accelerating decision-making and reducing the time from prospect to order.

Moreover, the implementation yielded measurable ROI through improved efficiency and sustainability metrics, such as reduced paper usage.



ABOUT BRILLIO

Brillio is one of the fastest growing digital technology service providers and the partner of choice for many Fortune 1000 companies seeking to turn disruption into a competitive advantage through innovative digital adoption. We help clients harness the transformative potential of the four superpowers of technology: cloud computing, Internet of Things (IoT), artificial intelligence (AI) and mobility. Born digital in 2014, we apply our expertise in customer experience solutions, data analytics and AI, digital infrastructure and security, and platform and product engineering to help clients quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance. With 17 locations across the U.S., the UK, Romania, Canada, Mexico, and India, our growing global workforce of nearly 6,000 Brillians blends the latest technology and design thinking with digital fluency to solve complex business problems and drive competitive differentiation for our clients. Brillio has been certified by Great Place to Work since 2021.



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