

Case Study: Major IT Software Product Company

North America



One of North America's leading IT product company manages and provides the Big Data storage and business analytics platform having major success across worldwide business organizations and operates the solution in cloud

Project Relevant Experience

- Enablement of Cloud computing services to their prime product services and cloud Salesforce CRM implementation

Challenge

- The enterprise version of SPLUNK product present cost challenge to mid size organization due to initial environment and licensing cost
- Manage the customer and opportunity leads across worldwide regions

Solution

- Implemented the cloud assessment strategy across cloud providers, prominence on benefits/challenges on public, private and hybrid cloud solutions of their prime product
- Implemented Salesforce CRM cloud across the regions

Vendor Approach

- Developed cloud implementation approach
- Implemented the Software As Service (SaaS) cloud framework to deliver the SPLUNK Big Data business analytics capability
- Assessed and implemented the CRM cloud sales capabilities (Customer, contact, opportunities, leads, quotes etc...) to manage the end business customers
- Integrate the Customer Relationship business capabilities and cloud monitoring capabilities to perform customer management front end business.
- Deployed SPLUNK cloud identify and access management



Organization Capability Offer Map



Benefits Delivered

- This capability delivered **25%** revenue increase in delivering the cloud capabilities to medium and large organization
- The world wide customer management streamlined and focus increased by **50%**

Tool Set

- SPLUNK Cloud, Salesforce Cloud
- HP Helion and MS Azure