Customer Success Story

CUSTOMER SIZE
5000 - 10000

INDUSTRY VERTICAL:
Software Development

SALESFORCE PRODUCTS:
Sales Cloud
Service Cloud
Experience Cloud

INTEGRATION:
Mulesoft (Already Integrated)

SALESFORCE LICENSES:
200

ENGAGEMENT LENGTH:
7 Months

Airbnb Enhances Operational Excellence and Efficiency with 24/7 Data Pipeline Support"

Airbnb was born in 2007 when two Hosts welcomed three guests to their San Francisco home and has since grown to over 4 million Hosts who have welcomed over 1.5 billion guest arrivals in almost every country across the globe. Every day, Hosts offer unique stays and experiences that make it possible for guests to connect with communities in a more authentic way.

Original Challenge

Airbnb encountered the dual challenge of securing 24/7 monitoring services for critical operations and optimizing user engagement. This involved overseeing data pipelines, ensuring seamless user onboarding, and enabling features while also assembling a dedicated team to streamline user creation processes, activate new features, and troubleshoot any issues. The goal was to maintain operational efficiency and ensure a positive user experience throughout their journey on the platform.

Outcome #1

Operational Excellence through 24/7 Data Pipeline Support
By offering a seamless 24/7 support solution by monitoring Airbnb's data pipeline, which is hosted by MuleSoft integration. Our proactive monitoring enhances data flow, preventing loss across multiple systems. This not only boosts data infrastructure reliability but also contributes to Airbnb's overall operational excellence.

Outcome #2

Streamlined Support and Enhanced Efficiency for Airbnb
By establishing a streamlined process for identifying and distributing open tickets, ensuring timely and effective support. This proactive approach enabled Airbnb to promptly address user issues. Additionally, our support extended to case management, claim management, and other Salesforce features, enhancing overall efficiency and user satisfaction.

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