

Customer Success Story

CUSTOMER SIZE:

51 - 200

INDUSTRY VERTICAL:

Manufacturing

SALESFORCE PRODUCTS:

Sales Cloud

Service Cloud

CPQ

Einstein

SERVICES:

Strategic Advisory

Salesforce Admin

Custom Development

SALESFORCE LICENSES:

150

ENGAGEMENT LENGTH:

Ongoing - 7 Yrs+

Seeing Clearly Now – NanaWall Sees Increased Market Profitability with Salesforce After Data Visibility Project with DynPro

NanaWall

NanaWall is an industry leader in developing and refining glass walls that visually harmonize with space, transform the architectural experience, and provide long lasting performance.

Original Challenge

NanaWall was struggling with inefficient Sales Operations due to poor data visibility and lack of real-time access to Customer Data. They wanted to leverage Salesforce as an all-in- one solution and engaged DynPro as a trusted partner.

Outcome #1

Increased Sales Team Productivity

NanaWall now has an automated, clear view to projects and progress details. This allows the Sales team to stay up to date and prioritize in real time. DynPro implemented SF Einstein Analytics Dashboards and a Case Management Dashboard – bringing Sales team productivity to a new high!

Outcome #2

Maximized Market Profitability

Thanks to the new dashboards, the NanaWall team now has a high-level view of Sales trends and performance. The team is able to leverage their data to predict coming trends and strategize on market opportunities in real time.

Outcome #3

Improved Sales Team User Adoption

DynPro eliminated incorrectly configured custom objects and replaced them with standard out of the box functionality – aligning the SF Org with CRM best practices. The NanaWall Sales team is seeing higher user adoption thanks to the user-friendly updates.