

Customer Success Story

CUSTOMER SIZE:

200 - 500

INDUSTRY VERTICAL:

Hi-tech

SALESFORCE PRODUCTS:

Einstein Analytics

INTEGRATIONS:

Salesforce Einstein Analytics

ENGAGEMENT LENGTH:

4 Months

Driving Operational Clarity with Salesforce & Einstein Analytics



Establish to help solve critical pain points for enterprise IT organizations and the managed service providers (MSPs) that serve them. The OpsRamp IT operations management (ITOM) platform allows you to see everything in your hybrid IT environment, take the right action faster with integrated event and incident management and automate with confidence with AIOps.

Original Challenge

OpsRamp lacked the operational expertise to manage their Salesforce setup, resulting in limited visibility into sales opportunities and project stages. They also struggled with creating and maintaining advanced reports and dashboards in Salesforce Einstein Analytics, and needed help consolidating and cleaning up existing analytics assets.

Outcome #1

Provided day-to-day administrative support for OpsRamp's ongoing Salesforce change requests and trained their team on operational tasks to manage and maintain the Salesforce platform effectively. This helped stabilize their internal processes and improved adoption and usability across teams.

Outcome #2

Designed and delivered advanced Salesforce Einstein Analytics reports and dashboards to help OpsRamp visualize business data across multiple dimensions. With real-time insights into opportunities and project pipelines, OpsRamp's executives can now monitor team performance, track forecasts, and make informed decisions based on accurate, segmented data.