



view®



CASE STUDY

Neev Systems identified gaps and enhanced Salesforce application to help View Inc. achieve improved order management process, stabilized integrations with provisioning systems



About the Client

View, Inc. is an American glass-manufacturing company that produces smart glass based on electrochromism. Founded in 2007, the company is headquartered in Milpitas, California, with a manufacturing facility in Olive Branch, Mississippi.



Challenges

Before engaging with Neev Systems, View faced the following primary IT challenges:

- **User Management and User Integration Issues:** View Inc. faced challenges related to user maintenance, resulting in increased Salesforce license costs, security risks, data integrity issues, inefficient collaboration, increased administrative burden, compliance, and audit concerns, and difficulty scaling and managing change.
- **Order Integration Issues with Provisioning Systems:** The client experienced order integration issues between Salesforce and provisioning systems, leading to order delays and errors, inefficient workflows, poor customer experience, revenue loss, billing issues, incomplete visibility and reporting, increased support and maintenance efforts, and compliance and regulatory risks.



Solutions



To address the challenges faced by View Inc., Neev Systems implemented user management solutions and order integration solutions. We thoroughly cleaned user data, established a monthly review process, implemented a robust order integration architecture, conducted extensive testing, and established data validation and reconciliation processes.

Application/Technologies Used:

- Salesforce for user and order management.
- Integration components for seamless communication between Salesforce and the provisioning system.



Benefits

- User Data cleanup and License reconciliation
- Reduced licensing cost
- Reduced administration cost
- Adhered to Compliance and Audits.
- Achieved 99% efficiency in order management
- Improved Customer Satisfaction
- Improved order management process

Approach and Methodology



User Management Solution:

- Conducted a one-time cleanup of the entire user data and setup process.
- Implemented monthly user data review processes to ensure data accuracy.
- Identified integration failure points and restructured integrations to minimize failures.
- Implemented a monitoring and alerting mechanism to identify failures and notify the admin group promptly.

Order Integration Solution:

- Implemented a robust integration architecture and practices.
- Conducted thorough testing of integration points to ensure reliability.
- Established data validation and reconciliation processes.
- Maintained clear communication channels between Salesforce Order Management and the provisioning system.
- Regularly performed maintenance, updates, and performance monitoring of integration components.

About Neev Systems

Neev Systems is a reliable IT partner committed to providing tailored solutions and services in and around Digital Transformation, Cloud Computing, Integration Services, ERP Solutions, and Product Engineering Services. We take pride in helping businesses transform their vision into action by offering comprehensive implementation support where our experts collaborate closely with clients to understand their goals and challenges.

Partner with us and experience the benefits of working with a trusted IT partner that delivers exceptional quality and value.

Contact Us



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