

Up To 25% Cost Savings With Salesforce.com Migration

An American global investment bank wanted to migrate its operations to a more advanced platform. This was to reduce costs and move to a platform that was more productive.

After analyzing the business need and existing infrastructure, Salesforce.com was considered to be the alternative platform for migration. Syntel followed the hybrid Agile Waterfall methodology for implementation and migration to Salesforce platform.

CHALLENGES

The client was looking for a solution that had features of the existing platform, was economical yet flexible, and easy to use.

The key challenges were as follows:

- Difficulty in availability and unreliability to support global infrastructure
- Time-consuming upgrades
- Manual aggregation and reporting tools
- High maintenance due to multiple infrastructure elements
- Lack of mobility and scalability

SYNTEL'S SOLUTION

The client was considering other options, but Salesforce.com was already a part of the business infrastructure. Since it is a cloud-based solution with low maintenance costs, it was the platform of choice. Syntel worked with the client's lines of business to identify various application components which had to be migrated as is, or had to be created from scratch in Salesforce.

Syntel's solution included the following:

- **Hybrid Agile-Waterfall methodology** for migration (requirements gathering, analysis and implementation was completed in one go while the build was done in iterations)
- Significant **reduction of total cost of ownership (TCO)** over the current infrastructure
- **An onshore-offshore model** to acquire required approvals and region-wise knowledge
- **A global open architecture** and a global link for projects across different regions
- Incorporation of content management, delivery and social collaboration features

BUSINESS BENEFITS

25% cost savings achieved from migration

- Improvement in performance metrics across regions
- Optimized resource capacity
- Migration and implementation in compliance with client processes
- Centralized application making it easy to maintain and administer

Delivering Excellence with Syntel's Salesforce Center of Excellence

Syntel's comprehensive Platform as a Service (PaaS) offering includes Salesforce.com and Heroku, enabling you to rapidly adopt public enterprise PaaS platforms. Our solutions help you achieve 40% faster time-to-market and 50% reduction in efforts. Syntel has successfully delivered over 100 Salesforce projects, and we are partnering on many more. Our expertise in Salesforce solutions encompasses Sales Cloud, Service Cloud, ExactTarget Marketing Cloud, Salesforce1 platform, Chatter and Work.com.

