CapStorm

Enterprise Data Sharing With Expanded Salesforce Data Access

CASE STUDY

Industry
Technology

Company Size
500-1000

Specialities
■ R&D
■ Technology
■ Analytics

Tech Stack
■ Azure
■ Salesforce
■ SQL Server

About The Organization

This business has a simple yet critical mission - enabling everyone to age at home through technology and access to proper care. These technologies include medical alert devices that provide 24/7 emergency services access, automated medication dispensing, remote biometric monitoring, and more.

Problem

Many employees needed full Salesforce access to create opportunities, manage cases, etc. Other employees required a near real-time view of the data. Still, they did not require access or the ability to make data changes, including external stakeholders like the agents who provided services on the organization's behalf and internal stakeholders like the analytics team who generate reporting for internal and external operations.

Solutions

■ CapStorm's self-hosted CS:Enable solution allowed the company to accomplish a critical Salesforce Org migration and achieve an enterprise data sharing model with near-real-time and seamless Salesforce data integration to Azure.

■ Furthermore, the solution granted employees fully inhibited Salesforce access to manage data more efficiently by creating opportunities, handling cases, and more.

Results

■ This technology forward organization achieved a streamlined enterprise data sharing model, giving internal and external stakeholders access to near real-time data updates.

■ The self-hosted approach powered by CapStorm mitigated risk by enabling granular data access control. In addition, the organization was able to limit Salesforce edit capabilities to core team members, controlling license cost while still providing necessary data access.

To view more of our results, visit www.capstorm.com