



## Customer Success Story

# A leading research institute from Illinois accelerated its overall efficiency with **Salesforce Customization and Integration**

### About the Client

Client is the leading University of Chicago conducts research and analysis that decision-makers trust. As a nonpartisan research organization and a pioneer in measuring and understanding the world, they have studied almost every aspect of the human experience and every major news event for more than eight decades.

### Solution

- Built a data collection and receipt management application on the Salesforce Platform to manage longitudinal study
- Leverage Salesforce platform capabilities and set up to transition from client's legacy case management solution to Salesforce in future phases.
- Integrated with the client's existing case management setup using pre-scheduled Command Line Interface Data Loader.

### Benefits

- ✓ Data collection and management application built on the Salesforce Platform simplified the longitudinal study process.
- ✓ User-friendly system for the end-users accelerated team productivity by 35%
- ✓ An end-to-end automated tracking process improved overall efficiency and reduced the time consumption by more than 80%.

**Salesforce:** Service Cloud

**Technologies:** Salesforce customization, Salesforce integration, Data collection and management application, Automated tracking, Data loader

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