

Customer Success Story

Fortune 500 Home Improvement Retailer

About

This Fortune 500 company is the world's largest home improvement retailer with approximately 500,000 associates and 2,300 stores in the U.S., Canada and Mexico. The typical store today averages 105,000 square feet of indoor retail space, interconnected with an e-commerce business that offers more than one million products for the DIY customer, professional contractors.

Industry: Home features chain
Headquarters: USA, Canada and Mexico



The Objective: IBM BPM System

Sunset legacy IBM BPM system and manage the same business processes inside Salesforce. Processes are primarily service request based and revolve around Vendor management (SKUs, Options, Price Changes, Catalog Maintenance, etc)



The Challenge: Data Integration

Most data resides in external DB2 and Siebel systems and needs to be integrated into the business processes managed in Salesforce. Data needs to be manipulated in Salesforce and then written back to the originating systems.





Solution & Results: Centralized Database

Work-Relay processes replicated the legacy BPM functionality while keeping the user experience contemporary via the Lightning UX. Extensive use of Forms linked to the external databases allowed searching, loading and updating data that upon approval was written back to the source database. Dynamic multi-level approval processes include internal resources as well as Vendors, and provide the ability to track approvals, rejections, rework loops, and to track all comments related to those approvals.



Modernize processes.
Rebuilt and modernized all processes formerly in Lombardi BPM.



Simplified dashboards.
Users can view and complete required tasks using a sortable, filterable Kanban dashboard.



Streamline data.
Users presented only with data relevant to their assigned tasks.



Seamless integration.
Seamless integration with external systems hides complexity from users.



To the cloud.
Able to decommission 44 servers dedicated to legacy Lombardi BPM and move the entire solution to the cloud.

About Neostella

Neostella is a global enterprise software and solutions company that empowers organizations with the technology resources they need to exceed goals and push the boundaries of what is possible. Offerings include Legal Solutions, Work-Relay process and workflow solutions for Salesforce, Robotic Process Automation, and Application Integration. In addition to technology solutions, Neostella provides a wide range of professional services designed to help customers reap maximum ROI from their technology investments. With offices in four countries around the globe, the Neostella team is committed to providing exceptional customer support 24/7.