Success Story

Revenue Intelligence optimized with Change Intelligence

Uptima is obsessed with optimizing revenue intelligence, which means they streamline clients' business processes and then tailor Salesforce and other applications to automate them.

The team has delivered hundreds of successful implementations to clients worldwide but was looking at tools that can deliver the projects faster. They also wanted something that would allow them to maintain documentation and keep it as a living, breathing asset that could be handed off to their clients.

Ciara Skiles, Director of Business Transformation, summarized the key issue as:

❝ When your team is heavily involved with the documentation of projects, you can very quickly uncover the limitations of relying on basic collaboration tools.

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She discovered that Elements.cloud – a Change Intelligence Platform – could support the entire implementation lifecycle. "We're able to leverage it during the pre-sales process all the way through to managed services," she said in a recent interview. "We're able to de-risk projects before we get going. We're able to accelerate time to value because, for example, we're not spending time rewriting user stories."

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The Uptima team has immediately benefited from a much more efficient way to go about delivering projects. It ensures that their customers are getting a great ROI on what they're spending for documentation.

Ciara said, "Uptima is constantly looking at how we can innovate and drive value for our customers. And having a tool like Element.cloud ensures that we are maximizing every minute and dollar for them. It helps me sleep at night because I know that I'm doing the absolute best for my customers. So I absolutely love having Elements.cloud in our tool stack."

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For Ciara and her team, Elements.cloud has become an indispensable asset across all customer interactions, driving "ROI at every single part of the customer's journey." With Elements.cloud as a partner, Uptima is assured in its promise to maximize client value.

Talk to us

If you're struggling with understanding your own or your clients' Salesforce implementations, talk to us to find out how we can also help streamline your Salesforce implementation and ensure success.

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