

# Salesforce Data Warehouse Transforming Data into Actionable Insight

## Client Profile

The client is the world's largest and fastest growing provider of non-traditional legal services.

With 2,000+ employees and 16 global offices, the firm serves nearly half of the FTSE/Fortune 100 organizations.

## Business Challenge

The client uses custom Salesforce portal applications to power its customer facing work request application. To safeguard sensitive data, the client configures a separate instance of the application for each customer organization. The client's customers access the portal to initiate and track the statuses of work requests.

The client desired the ability to capture, analyze and report on key performance indicators (KPIs) to evaluate the quality of services they provide to their customers.

In addition to providing their internal personnel with access to historical work request information, the client wanted to provide their customers with customizable KPI dashboards and reports.

Salesforce does not provide a standard mechanism to capture and store historical data for in-depth business performance analysis. The relevant subject data was also contained within separate instances of the portal application, each with its own, unique security requirements.

## Business Solution

RadixBay's Salesforce and data warehouse teams worked together to design a solution that uses Change Data Capture techniques to automatically extract key performance metrics from the multiple Salesforce instances.

Batch workflows transform and cleanse the data for loading into a secure, multi-tenant data warehouse.

## Solution Benefits

- Provides increased insight into operational efficiency through greater visibility of how long work requests spend in each workflow stage, step, and status
- The multi-tenant data warehouse provides each of the client's customers with a secure view of historical work request information and KPIs
- Adds value to the client's offering by providing real time service performance analytics capabilities to their customers
- Provides the client's internal personnel with near real-time access to historical data for business performance analysis and reporting
- Provides the client with the ability to analyze and report on aggregate KPIs across their entire customer base

## About RadixBay

From application development and packaged application support to around-the-clock cloud and on-premise data infrastructure services, RadixBay provides a wide range of enterprise-grade IT solutions. Focus on your business, let RadixBay handle your IT.