

Salesforce Integration

Client Profile

The client is the world's largest and fastest growing non-traditional provider of legal services. Combining deep legal and business expertise with operational prowess, the client works closely with in-house legal departments to improve their risk profiles, lower cost and create more value for their corporations. With 1,000+ employees, the firm serves nearly half of the FTSE/Fortune 100 through 12 offices and 4 delivery centers globally.



Business Challenge

The client uses custom Salesforce portal applications to manage its outsourcing business. For security purposes, a separate instance of the application is configured for each customer organization. The client's customers use the portal to make requests and follow the status of each customer request through a complex workflow.

The client needed a way to analyze performance data across all of their customers over time. The client also wanted to provide reporting capabilities. Since Salesforce only maintains current state, there was no way to provide the ability to analyze historical data within the Salesforce platform. The relevant subject data was also contained within separate instances of the portal application, each with its own security requirements.

Business Solution

Radix Bay developed an integration solution which uses Change Data Capture techniques to automatically extract data from multiple Salesforce instances into a secure multi-tenant data warehouse on a scheduled basis.

Benefits Delivered

- Provided new capabilities for near real-time access to historical data for analysis and reporting
- Added value to the business by providing real time analytics capabilities for their clients
- Provided increased insight into operational efficiency through greater visibility of how long requests spend in each workflow stage, step and status.
- Provided the capability to analyze and report on aggregate data across the entire customer base