



Quintessentially - Overview

- ❖ Private members' club with a 24-hour global concierge service, part of the world's leading luxury lifestyle group
- ❖ Offices in every major destination and thousands of suppliers worldwide, Quintessentially were faced with a tough choice – upgrade Siebel or switch to salesforce.com
- ❖ Excited about the potential of salesforce.com, the management team still needed to be convinced that a seamless migration was possible

QUINTESSENTIALLY™

Challenges:

- ❖ Demonstrate salesforce.com could satisfy the extensive member support business requirements and complex data sharing rules
- ❖ Enhance the commitment to the highest levels of customer service with across a worldwide 365/24/7 support operation
- ❖ Re-design business processes to improve operational efficiency and effectiveness
- ❖ Train 450 users in 43 countries
- ❖ Migrate 7 million records from Siebel to salesforce.com
- ❖ Achieve a big-bang roll-out with no degradation in the quality of customer service during the migration to salesforce.com



"You have all been a pleasure to work with and we really appreciate your commitment to getting the new system delivered. We are absolutely delighted and know we have the world class CRM system to serve our business and customer needs in the future."

Frank Rejwan
CEO UK, Europe & Africa,
Group Chief Operating Officer

What we did:

- ❖ Built a detailed salesforce.com prototype to prove the ability to meet and exceed Quintessentially requirements
- ❖ Migrated 7 million records from Siebel to salesforce.com
- ❖ Deployed salesforce to 450 users in 43 countries in a simultaneous go-live
- ❖ Created Visualforce pages to tailor salesforce interface to specific Quintessentially user requirements
- ❖ Made full use of salesforce.com multi language capability
- ❖ Designed and delivered pre-recorded training and face-to-face sessions for users around the world
- ❖ Achieved go-live in less than 4 months!

Results:

- ❖ Top notch customer service quality with native language support
- ❖ Maximised revenue per request with cross sell and up-sell functionality
- ❖ Significant increase in effective operational management through improved MI and workload visibility
- ❖ Extensive flexibility to support further business expansion
- ❖ Increased agent satisfaction combined with improved efficiency and performance
- ❖ Improved member satisfaction through faster case resolution and value add services