



Workforce Mobility Provider

Industry - Consumer Business Services

Products Used -

Sales Cloud
Service Cloud
Experience Cloud
MuleSoft







Industry

Consumer Business Services

The client is a foremost provider of workforce mobility services. Since its founding in 1969, it has empowered companies to execute effective, cost-efficient employee relocation programs and deploy key talent + critical skills all over the globe.

Products Used

-  Sales Cloud
-  Service Cloud
-  Experience Cloud
-  MuleSoft

Challenge



Our client needed to replace its antiquated legacy system with a SF solution that could facilitate partner collaboration, empower internal/external teams, and deliver 360° visibility into customer accounts + ongoing initiatives.

- The company's legacy system was siloed, unscalable, difficult to use, and did not facilitate real-time visibility into operations, ongoing projects, vendor partnerships, or customers.
- Employees had to manually confirm data accuracy + coordinate with internal teams, partners, and customers via email and voice.
- Partners and vendors often struggled to confirm their commitments, outstanding work, and owed compensation — this uncertainty often led to confusion and, in some cases, dissuaded vendors from renewing their contracts.
- Service teams often had no idea how many people a given initiative would serve, which services were required, or how much work had been completed.

Value Delivered



Gerent created a proprietary, SF-powered platform that would facilitate ops, provide real-time visibility into projects, and enable better communication between the client's employees, vendors, partners, and customers.*

- Implemented Sales Cloud to provide 360° visibility into its client accounts
- Established Service Cloud + built portals to facilitate customer and partner self-service
- Used Experience Cloud to create vendor communities that would enable communication + collaboration between WWM & external partners
- Used MuleSoft to integrate the client's ERP with vendor systems

*95% of all employees in every department now use SF to facilitate daily work

Results



Post-project, Gerent has empowered the client to:

- Improve its partner and customer relationships
- Ensure that all vendors received prompt payment for services rendered
- Cement itself as a competitive player in its industry