



ORGILL

Industry - Retail (Hardware)

Products Used - Sales Cloud
Service Cloud




Industry

Manufacturing

Orgill is the world's largest independent hardlines distributor and a globally-recognized leader in the hardware sector.

Products Used

 Sales Cloud

 Service Cloud

Challenge



Orgill intended to bridge departmental silos, empower its sales team to access accurate customer information remotely, and sustain ongoing business growth.

- Employees across departments could not freely access the client's legacy system
- Salespeople in the field had no way to upload information or requests remotely, and inputted data manually at later dates
- As a result, information stored within the existing system was often incomplete or outdated
- This lack of real-time data hindered interdepartmental collaboration and prevented timely decision-making
- Orgill's existing system could not scale effectively – a problem that hindered the company's growth plans

Value Delivered



Gerent implemented Service Cloud and Sales Cloud to create a single source of real-time truth for Orgill's team. Our team also:

- Integrated Orgill's ERP with Salesforce
- Added Salesforce Inbox and Mobile to support sales reps in the field
- Leveraged Live Agent to accentuate customer service capabilities

Results



Gerent has empowered Orgill's employees to:

- Capture, organize, and access client data in real-time through a single platform
- Remotely surface + update client information
- Facilitate seamless team collaboration with accurate, always up-to-date data