

INDUSTRY | RETAIL (HARDWARE)

ORGILL



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

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- As a result, information stored within the existing system was often incomplete or outdated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

Solution

We 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

Outcome

By the end of the project, Orgill could:

- 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

