



CASE STUDY

CHALLENGE

- Redstone's legacy system (Retirement Home Software) was onerous, clunky, and difficult to navigate, which resulted in redundancies.
- Sales staff limited data entry and this poor user adoption made it challenging to get a clear view of sales activity, marketing ROI, and customer information in the database.
- Leadership feared for employee retention rates, as staff were becoming increasingly frustrated by the legacy system.

SOLUTION

- Redstone chose Agile Cloud Consulting after reading positive reviews online.
- Agile Cloud Consulting implemented Salesforce Sales Cloud, migrated all data, and replaced Retirement Home Software.
- Leads, Contacts, Accounts, and Opportunities were enabled in Sales Cloud to track sales activities. Reports and Dashboards were enabled to give leadership a complete and simple view of results.
- Integrated Lightning for Outlook and implemented the Zillow AppExchange app.

RESULTS

- Two months after go-live, Redstone has started to see more comprehensive data, giving leadership the ability to better assess how the organization is performing.
- Staff has fully adopted the system thanks to its intuitive interface and training, which was provided by Agile Cloud Consulting.
- Staff is working more efficiently, saving valuable time and increasing productivity.
- Redstone now has a system that is able to scale with the organization's growth.

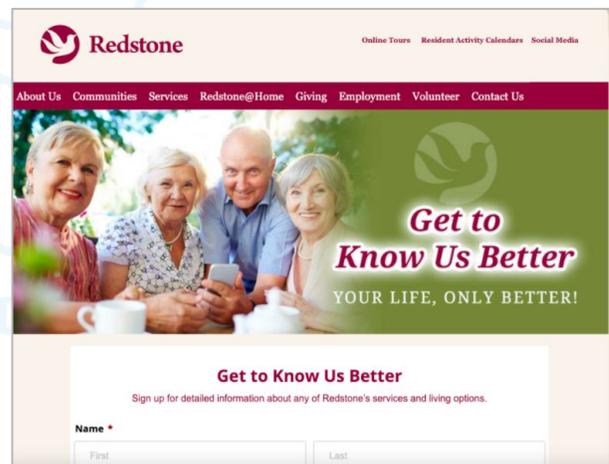


"Agile Cloud Consulting was easy to work with, understood our needs, and did an excellent job of creating a user-friendly platform. They were truly an extension of our team."

Linda Dickson, Director of Community Relations

ABOUT THE CLIENT

Redstone Highlands is a non-profit quality care provider, offering a variety of quality services and housing choices for older adults who prefer to live with peace of mind in a comfortable setting.



ABOUT AGILE CLOUD CONSULTING

Agile Cloud Consulting provides end to end salesforce.com implementation services. Our expertise extends beyond technology and into business process and strategic planning for the future. We specialize in for-profit, non-profit, higher education, and healthcare utilizing years of experience and hundreds of successful implementations to help you achieve your organizational goals.