



CASE STUDY

CHALLENGE

[Legrand](#) is a global acquisition manufacturing company headquartered in France with divisions in the US. They are one of the world leaders in electrical and digital, building infrastructures and connected solutions. Legrand wanted to implement a system for Field Reps to optimize their use of Salesforce, which would lead to increased productivity and optimize field operations. The Salesforce Field Service (FS) product was selected, and Legrand leveraged the existing relationship with Agile Cloud Consulting (ACC) for the implementation. Legrand already had a decently sized field service team in which they were using salesforce calendars to keep track of truckloads but needed a more efficient process.

SOLUTION

Legrand's project needed to be completed quickly. With this good partnership and clear requirements, ACC was up for the challenge. Ultimately, Field Service was rolled out to 120 reps resulting in increased optimization and quicker close times for field appointments with automation in place to configure the new implementation to work properly to suit Legrand's workflow better. The uptake of the solution was exactly what was requested.

RESULTS

Agile implemented service resources, territories, operating hours, creating console custom views for dispatch, service appointments, custom filters, schedule policies, work order line items, and the mobile app for an end-to-end experience for the field reps. Checklist flow, picture capture flow, and signature capture were also built to automate the process. The field service implementation now having all these new elements increased efficiency, which resulted in quicker close times for field appointments and greater satisfaction for Legrand customers.



“We were looking for a partner to implement Field Service in Salesforce. Agile by far came in at the best dollar value for the services we needed most ”

-Romier Silvera, CRM Manager

ABOUT THE CLIENT

[Legrand](#) is a global specialist in electrical and digital building infrastructures. They improve lives by transforming the spaces where people live, work and meet with electrical and digital infrastructures and connected solutions that are simple, innovative, and sustainable. Legrand does this by relentlessly pursuing both sustainable business practices and the creation of exceptional experiences through the design and manufacture of their products, the relationships built, and the way they work.

ABOUT AGILE CLOUD CONSULTING

Agile Cloud Consulting provides end to end product development 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.

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