

Accelerating Quote-To-Cash with Custom CPQ for a Top Network OEM

Key Challenges



- Network OEM grappling with escalating costs, security risks, and inefficiencies in SFDC quote-to-cash processes
- Legacy systems hindering speed and accuracy of quote generation, impacting revenue and customer satisfaction
- Lack of skilled resources and ITIL alignment impeding process optimization

Business Solution



- > Incedo designed and implemented a robust, custom CPQ solution to streamline and enhance the quote-to-cash lifecycle
- > Integrated multiple third-party applications, optimizing data flow and improving operational efficiency
- > Developed an advanced pricing model to accommodate complex pricing scenarios and ensure accurate quoting

Business Impact



95%

streamlining in integrations

40%

reduction in enhancement backlogs

35%

reduction in incidents/service requests volume



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