



GLUE NETWORKS CUSTOMER SUCCESS STORY



COMPANY
Glue Networks



INDUSTRY
Cloud Computing



OBJECTIVE
Migrate their customer service platform from FogBugz to Salesforce to have a single space where all of their data could be easily accessed.



WHY
Glue Networks needed a platform that would allow every department to view all of their information on a “Single Pane of Glass” as well as a trouble ticketing system to create, manage, track and report on customer inquiries.

TECHNOLOGIES & SERVICES USED



StarrData’s Salesforce Implementation

CUSTOMER QUOTE



“Our experience with StarrData was great from the very start. StarrData quickly understood the solution we needed to build and were able to configure Salesforce with the needed functionality quickly and with only minimal requirements input from the Glue team.

We got a very well designed solution targeted toward our exact needs in a short period for a very reasonable price. Great job, thank you!”

- Tamara Gordon, Vice President of Service Delivery, Glue Networks

BEFORE

Glue Networks lacked a space where the Sales, Service Delivery, Finance, and Executive teams could easily access all the company’s information to ensure business efficiency and congruence.

They also lacked a trouble ticketing system that would allow them to create, oversee, track, report, and analyze all events pertaining to customer inquiries, which made it difficult and time-consuming to work with their partners.

Using FogBugz, Glue Networks needed StarData to migrate their data to Salesforce and educate their team on how to best use Salesforce to adhere to their business needs.

AFTER

- Glue Networks migrated off of FogBugz and is now fully utilizing Salesforce with the training and post-implementation support provided by StarrData
- Glue Networks has a “Single Pane of Glass” model, and all the information pertaining to customer activity is readily accessible by all of their teams
- Salesforce integrates with Glue Networks’ trouble ticketing and marketing automation system, making it easy for Glue Networks to work with their service delivery partners
- Post Implementation Support allowed Glue Networks to contact StarrData with any changes they wanted to make after having time to become familiar with Salesforce



RESULTS

All of Glue Network’s teams are able to utilize the customizable salesforce capabilities to manage all of their data in one location, as well as oversee all activities within their customer inquiry, ticketed system.