

Pkware, Inc.

Industry

Hi-Tech: Enterprise solutions for data transfer and storage

Application

Solution to automate the configuration, pricing, quotation (CPQ) of PKWARE's new business, renewals and upgrades processes.

"We selected WebSource CPQ because it offered the most flexible solution to meet our business needs and provided a very compelling value proposition when integrated with Salesforce.com."

Brian Troemel
IT Director
PKWARE, Inc.

Webcom Solutions

Websource CPQ

- Proposal and Quotation
- Sales Configuration Engine
- E-Catalog
- Shopping Cart
- Reporting
- Multi-level Channel Support
- Approvals
- Salesforce Integration

Webcom Professional Services

- Product Modeling
- Project Management

Challenges

- Tool supporting both direct sales and channel partners in a cost-effective, easy-to-use manner.
- Improve quote cycle time with the highest degree of accuracy.
- Integration to Solomon ERP at time of order placement
- Quotes integrated with Salesforce.com to easily move from opportunity to order.

Results

- WebSource CPQ allowed for a streamlined opportunity-to-order business process
- Supports direct sales and channel partners.
- Tight integration to Salesforce allows for a comprehensive view of each opportunity
- Cost-effective deployment.

Now implemented, requiring nothing more than a web browser, WebSource CPQ allows PKWARE to easily and skillfully streamline the opportunity-to-order business process. They are producing more accurate quotes, errorfree orders, and increased productivity of high-value, customer facing resources, both internally and with reseller partners worldwide.

Business Challenges and Objectives

PKWARE is in a unique position to provide data-centric security solutions across all major computing platforms, serving both internal and external users of the data. PKWARE needed a solution that would enable them to automate the quoting of new business, renewals and upgrades and redirect valuable resource to other parts of the business.

The Solution Approach

Webcom's sales configurator software, WebSource CPQ, was implemented to drive increased revenues and margins, increased customer satisfaction, reduced costs and improved productivity. The solution is integrated to Solomon ERP and the quotes are fully integrated with Salesforce.com, bridging the gap from opportunity to order.