



REVISION.

## Customer Success: Revision Military

**Founded: 2002**

**Industry: Military**

**HQ: Essex Junction, VT**

**Solution: Salesforce Sales Cloud  
& Duet Quote to Order**

**Project Duration: 2 months**

*"We did our research. Endowance was the only company who could manage the entire end-to-end solution. The team was great to work with. Endowance not only understood Infor ERP, they delivered many successful projects integrating to Salesforce. Their expertise and experience was just what we needed."*

*Christian Paquin,  
Project Manager*

### Getting the Right Access to the Data

There is no margin for error when Revision Military manufactures a product, lives depend on it. Revision is an industry leader in the development of Soldier Protection Systems. Their unique combination of military, product design, research, and manufacturing expertise enables them to 'put it all together' for their customers.

The integration project team took the same approach to seek a solution to integrate their Infor Cloudsuite (Syteline) ERP system with Salesforce. With the expectations of their customer base, Revision set out to improve the process by which they manage their global business. It wasn't easy to get a clear view of each division's sales performance by product, without a lot of wasted time and effort. The IT organization was burdened with producing reports that were accurate and timely, never real time. Management needed to quickly access sales and opportunity information to respond faster to customers and plan more efficiently.

### Removing Siloes

Key to the success of the project, Endowance deployed their integration Managed Package product "Duet", developed on the Jitterbit Harmony platform. Duet Quote to Order requires no customization and delivers important customer information such as Sales Orders, Invoices, and Ship-to information. Now Sales Account Executives can update customers on order status, invoice payments, and deliver a higher level of customer service not previously possible. Product pricing which resided in spreadsheets is now integrated and synchronized to each business unit for accurate and up to date quotes. The benefits are far reaching. A 15% increase in revenue is the target expectation from the new process efficiencies.

### Multiple Locations Linked Seamlessly

Duet also allowed Endowance to respond to Revision's multi-site business requirement. The three global business locations all had their own protected environments for security reasons. Duet easily synchronizes information to each site but allows all information to be viewed on demand; providing the Executive team with a complete global view and real time reporting of sales opportunities and sales activity from both the Armor and Power Divisions. "Sales information resides in many different locations around the world. It was a major task

to gather the right data to create reports and forecasts. Planning was difficult and management was challenged to make timely business decisions," said Christian, "Endowance was diligent in understanding the challenges and the underlying improvements needed to the business process. Their experience was critical to helping us understand how to improve the way we do business."

### **Enabling Organizational Effectiveness**

*"One aspect of the partnership that stood out was Endowance's professionalism.*

*We are used to a chain-of-command, and orderly communication. Endowance over-delivered in keeping the team well informed at all times, while efficiently working through issues by providing easily understood alternatives that respected our processes"*

*Alex Hooper,  
EVP of Global Sales*

Access to customer information in Sales Cloud has been a game changer for Revision. Sales Management can effectively oversee each Division's business by product line. They also can direct sales activity for better results and time management. Finance, another key user of the solution, has more time to plan the forecast and project business targets. It has also been an important tool for the Customer Service organization. Order status on product purchased is at their fingertips to address customer inquiries, new product quotes can be made with accurate, up to date pricing.