



riverbed

Company: **Riverbed**

Industry: **Technology**

CASE STUDY

HELPING THE PERFORMANCE EXPERTS PERFORM BETTER

Riverbed is the leader in application performance infrastructure, providing solutions for end-to-end application visibility, optimization, and control in hybrid IT environments. More than 26,000 companies rely on the Riverbed Application Performance Platform™ for superior application performance that drives superior business performance.

CHALLENGE

Getting new business is the goal — and lifeblood — of any enterprise. But, prior to implementing QuickBase, Riverbed lacked a reliable way to onboard new clients. They also lacked overall visibility into their financials and forecasting as a whole. To compound matters, they were relying on individual spreadsheets to manage their multiple engagements. They needed a flexible platform to address their company-wide inefficiencies, including low visibility into their project flow as it related to budget.

Working with QuickBase was a night and day difference.

—Michelle Neisser,
Senior Director of Professional Services

SOLUTION

By integrating SalesForce with their QuickBase solution, new clients were automatically entered into the system along with itemized scope. And because it's a cloud-based app, Riverbed employees enjoyed project management capabilities from anywhere. Most importantly, creation and implementation of dashboards opened workflow access to the entire company while improving communications.

- ✓ Professional Services Automation
- ✓ Real-time Utilization Reporting
- ✓ Salesforce Integration

RESULT

The results were immediate and dramatic. Riverbed gained company-wide efficiencies and enjoyed real-time collaboration with more streamlined processes. Their deep dashboards rolled up information to executives, enabling faster decision making and better visibility across projects. Along with VeilSun's expertise, Riverbed leveraged their QuickBase solution to manage multiple applications, primarily professional services automation. Today, they're able to integrate other global regions with a holistic approach via a centralized data platform.

- ✓ Significant savings in human capital
- ✓ 10% boost in productivity
- ✓ Increased efficiencies across the enterprise

CONTACT US TODAY TO LEARN MORE
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