

Core Scientific

Ever wonder what happens to your old fillings after you visit the dentist? What about the excess metals at the jeweller after they adjust sizing of your jewellery? Enter [Core Scientific Precious Metal Refinery](#).

Founded in 2014 and based in Cary, Illinois, this small precious metal refinery is transforming an overlooked niche within the refining services industry. The most common thought that comes to mind when precious metal refinery is mentioned would be a mine pulling a ton of metal out of the ground.

Core Scientific is 100% focused on their customers who use precious metals in some way; dental, jewelry, pawnshop, aerospace, medical device as well as recycling for crematories.

It all starts with requesting a collection container online. This simple and free process can be anything from a pint-sized container all the way up to a 20-gallon pail. Once the request is received, their account management department sends the container and schedules a complimentary pickup date and time. All completely free to the customer.

Then the magic happens!





They pride themselves on state-of-the-art melting techniques which translates into the highest possible standards for accuracy and consistency. Moreover, it means their customers get more bang for their buck than the alternatives.

“Once we identified our proposed Portal as a key business differentiator and looked through the available options in market, Magentrix stood out for their integration capabilities with Salesforce, ease of configuration and use along with stellar reviews and customer support. It was one of the easiest decisions I’ve made!”

- Melissa Stark, *Marketing Manager*, **Core Scientific**

With [Magentrix's Customer Community](#) they were able to quickly deploy a Portal that allowed their customers to check status of their lots, see where they are in the process, access reimbursement information, view articles, and schedule a pickup and request a new collection container – all synced to Salesforce automatically. This was previously handled manually, mostly through phone calls and email to Core Scientific. The Customer Community takes that time-consuming work away from customers and employees and is a major differentiator for Core Scientific.

Core Scientific Customer Community Portal by Magentrix:



In the modern age of instant gratification, removing barriers to working with customers is the new normal. Extending Salesforce CRM to customers or partners is a great way to differentiate offerings, reduce costs and put a platform in place that can grow with the business.

[Learn more](#)