



# CASE STUDY

## Large-scale Green Field Implementation of Sales, Service, Energy & Utilities Cloud

### Technical Consultant

Client lacked a system for managing interactions, needed a platform for B2B and B2C customers, ensuring seamless access to water and energy, required self-service onboarding and management, desired integrated billing/finance systems, aimed for a top-tier digital experience on Salesforce.

### CHALLENGES

- Lack of infrastructure hindered process alignment.
- Unclear MVP definition risked funding and quality.
- Cultural differences complicated international work.
- New region posed unique challenges for platform setup.
- Diverse UI design approaches affected project unity.

### STRATEGIC RESPONSE

- Workshops ensured stakeholder buy-in to MVP.
- Technology roadmap maintained development goals.
- Live demos introduced stakeholders to solutions.
- Frequent workshops fostered collaborative design.
- Roadmap provided clarity on development stages.
- Demos showcased platform capabilities effectively.
- Stakeholder engagement increased solution adoption.

### REQUEST FURTHER INFO

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### RESULT



**Client Confidential**



**£2m savings across multiple phases**

### CONCLUSION

- Enhanced customer experience with digital focus.
- Reduced service costs via self-service tools.
- Automation improved operational efficiency.
- Scalable design supports future expansion.
- AI and analytics enable smart decisions.
- Compliance is a core design principle.
- Innovation drives insights and growth.

Case Study Reference - [3328](#)

