



# Air Conditioning Equipment Manufacturer enhances its Order Management with L&T Infotech's Salesforce Implementation & Integration Solution

## Client

Manufacturer & Distributer of Heating, Ventilating and Air Conditioning (HVAC) systems, as well as Commercial Refrigeration and Food Service Equipment

## Challenge

- Instance Consolidation - Merge acquired company ALC & Salesforce instance onto NAFO Salesforce instance
- Difficulty in managing multiple versions of requisition formats
- Disparate quoting & pricing for Chiller products
- Low visibility on Service Agreement Fulfillment & Pricing Strategy

## Solution

- Integration of ERP with Salesforce for better Order Management
- Creation of Chiller Dis-assembly / Re-assembly Pricing Tools
- Rollout of Opportunity Credit Split
- Service Agreement Enhancements
- ALC Merge Service Agreement, Booking Process
- Migration of Rentals Functionality to Salesforce

## Business Benefit

- Reduced turnaround time for Order Fulfillment, post the integration of ERP with Salesforce.
- Streamlined Contract Management process, leading to quicker contract approvals.
- Improved decision-making made possible through Quoting & Pricing tools.

## About L&T Infotech

L&T Infotech (NSE: LTI) is a global IT services and solutions provider with presence in 22 countries. We solve complex business challenges at the intersection of digital and physical world with our real-world expertise and extreme client centricity. We help clients create better customer experiences, transform processes and build new businesses.

[www.Lntinfotech.com](http://www.Lntinfotech.com) | [info@Lntinfotech.com](mailto:info@Lntinfotech.com)



Disclaimer: All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission from L&T Infotech.