

PEAK 10 CPQ IMPLEMENTATION ADDS CONSISTENCY, SCALABILITY



Industry: Technology
Services: IT Service Management
Revenue: \$190M (est.)

HQ: Charlotte, NC
Website: Peak10.com
Founded: 2000

Summary of Business Challenge:

- ✔ Home-grown quoting platform was complex and was only being used by a few, and was not well-integrated to the rest of the sales lifecycle
- ✔ The present platform did not directly enable partners
- ✔ Maintainability and simplification over existing platform was cumbersome
- ✔ There was minimal traction for Salesforce CRM usage to support forecasting
- ✔ Lack of visibility (transparency) into quotes and associated deal margins
- ✔ Lack of visibility into product availability
- ✔ The client had multiple repositories for proper contract documentation

ATG Solutions & Tools

- ✔ **Advisory Services:** ATG built governance on CPQ product, pricing and approvals to ensure better accuracy and consistency
- ✔ **Implementation Services:** ATG implemented Salesforce CPQ which was rolled out to the entire enterprise
- ✔ **Implementation Services:** ATG created a custom integration between ServiceNow and Salesforce CPQ

Results & Impacts:

- ✔ Successful Implementation of SF CPQ
- ✔ The client retired their home-grown platform
- ✔ Documented Peak 10's business and technical landscape
- ✔ Developed a consistent approach to product selection, configuration, pricing and discounting to improve deal accuracy
- ✔ Enabled scale for partner usage and wider internal adoption
- ✔ Simplified the UI friendly quoting, with faster times, and less organizational support
- ✔ Improved visibility, simplification, governance and enablement of the quoting process



We thoroughly enjoyed the evolution of the partnership between Peak 10 and ATG, and plan to continue working together on new endeavors.



Jason Rader
Program Director and Director of Process Improvement, Peak 10

