

SYNC & Salesforce Experience Cloud Help to Automate Service Contract Renewals

Commercient SYNC Integrates Infor LN
& Salesforce Enterprise

BETTER
BUILDINGS
FOR A
BETTER
WORLD

“SYNC lets our customers review and pay for their contract renewal any time, day or night.”

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CHALLENGES	SOLUTIONS	RESULTS
<p>Modernize Kingspan Water & Energy's overall processes</p>	<p>Salesforce Enterprise, the leading CRM in the world</p>	<p>The sales and management teams can better track the overall sales pipeline</p>
<p>Data between Infor LN and Salesforce remained siloed</p>	<p>Commercient SYNC, the #1 data integration platform for sales</p>	<p>The sales team have important information in Salesforce before they meet with customers</p>
<p>Create an integration from Salesforce and Experience Cloud to Infor LN</p>	<p>Commercient's Phase 2 SYNC</p>	<p>New orders and other data created in Salesforce and Experience Cloud are SYNC'd to Infor LN, saving time</p>

Detailed Info and Quantitative Results

“**Commercient SYNC allows our customers review and pay for their contract renewal any time of the day or night,**” explained Richard Gray, IT Business Manager at Kingspan Water & Energy.

They leveraged **Salesforce Enterprise, the leading CRM in the world, to modernize and streamline their sales processes.** Clients can renew their service contracts through the **Salesforce Experience** cloud portal. For operations and accounting, they utilize **Infor LN.**

“**The Salesforce portal is a self-service option for customers, who can view their service renewal and make a payment,**” said Gray. “**Salesforce will allow us to see leads that have come in and who they’ve been passed to,** and then we can monitor that with dashboards”

To get a full view of sales, customers and marketing, they discovered **Commercient SYNC, the #1 data integration platform for sales, on the AppExchange, and chose them to connect their Infor LN and Salesforce systems.**

Detailed Info and Quantitative Results

With Commerciant SYNC, Kingspan can access Infor LN data in Salesforce Enterprise, including **customer information, accounting, invoicing, branch/division, item master, contacts, inspections, contract quotes, service contracts, and much more.**

“The sales team pull up a customer in Salesforce and see their order history, invoicing, and any issues that might be open, thanks to SYNC,” explained Richard Gray.

Additionally, **new and updated accounts, contacts, and contracts (New Business, renewal) created in Salesforce are SYNC'd to Infor LN**, saving time by eliminating double data entry and preventing possible errors.

“Commerciant will SYNC the service contract renewals from our Salesforce Experience Cloud portal to Infor LN, which will help to automate that process, which helps save us time,” concluded Gray.



Innovation

Company Profile

Planet
Passionate

Sustainable
Buildings

People &
Community

Kingspan Water & Energy strives to be the industry leaders in driving global change in the design and manufacture of sustainable ways of storing and protecting water and energy. **Pioneering Water & Energy Solutions**
Kingspan Water & Energy is a people focused business dedicated to the design and manufacture of water and energy solutions that achieve the highest levels of sustainability, quality and innovation.

LOCATION

UK, Ireland, Nordics, Europe, and Australia

EMPLOYEES

1400+

INDUSTRY

Manufacturing, Construction

Customer Business Model (B2B, B2C, or Both)

B2B

SOLUTION(S)

Commercient SYNC

ERP & CRM

Infor LN & Salesforce Enterprise

GO LIVE DATE

Summer 2022

ABOUT COMMERCIENT



Commercient SYNC makes ERP and CRM data integration simple, quick, and efficient. Over the years we've helped companies of all sizes integrate their ERP data with their CRM system, helping businesses become more efficient.

Our SYNC integration has grown to over 115 systems, including Sage, QuickBooks, Acumatica, Epicor, SAP, SYSPRO and many others. With our ERP and CRM integrations, your data is synced to both systems in real time without the need for manual data entry, or the risk of human errors.

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