

# Customer Relationship Management

## iTalent *Migrates* VeriSign Global Support Centers

### Summary

Customer Relationship Management: iTalent migrates VeriSign global support centers from two disparate case management systems into one Salesforce.com instance, and deliver dramatically more capabilities in any one of the previous instances.

### Challenge

VeriSign, a company renowned for exceptional customer service, supports its extensive client base via two primary technical support groups, both of which rely upon a case tracking and management system that was no longer supported by the software provider.

### Capability

Due to VeriSign's various exacting support standards, iTalent needed to extend the capabilities of the Salesforce.com in order to not only facilitate a successful migration, but make the final deliverable usable for VeriSign's complex business. Prior to iTalent's involvement, VeriSign was told it would be impossible to extend the capabilities of Salesforce.com.

## Deliverables

- Assess and deliver overall requirements specification for migration, functionality and integrations.
- Provide all program and project management services.
- Provide all development and engineering services for platform and associated integrations.
- Created extensible integrations for Salesforce.com to satisfy VeriSign's business needs.
- Manage overall release management and change management process
- Defined readiness, communications and training support
- Delivered new dashboard and business intelligence capabilities
- Provided expertise extends beyond original project scope and into other key VeriSign systems

“

**iTalent helped us deliver business value very quickly. They committed to a schedule and then met that schedule, including both technical capability as well as user adoption efforts. iTalent provided us with a whole package, making it very easy for us to quickly move forward.**

Director, Customer Support

”

## The Results - One Happy Client

iTalent's implementation employs innovative solutions to complete a project others said was impossible; and all within the committed three month timeframe.

A photograph of three women sitting at a table, looking towards the right. The image is overlaid with a blue-to-purple gradient. The text 'Who We Are' is superimposed on the lower part of the image.

# Who We Are

## iTalent Digital

iTalent is an innovative, global technology firm that enables clients to achieve exceptional business outcomes through digital transformation, partnership, collaboration and communication.

Headquartered in San Jose, CA., iTalent helps companies such as Cisco, Veritas, and Sephora do what they do better through a wide variety of offerings such as:

- Digitizing Operations
- Increasing Collaboration
- Business Intelligence and Analytics
- Optimizing System Processes
- Change Management
- Cloud and Software Development
- Mobile Application Development
- Digital Transformation

All of these solutions and the diverse, unique, and effective team makes iTalent the best fit for businesses looking to streamline and improve business operations. The team has numerous awards to its name, including three APAC Stevie Awards, three Best in Biz Awards, six Stevie ABA Awards, four Stevie Awards for Women in Business, a WRMSDC Rising Star Award, and Cisco's 2016 Diversity Award.