

CURING SERVICE AND QUOTING CHALLENGES FOR GLOBAL BIOPHARMACEUTICAL COMPANY

EnablePath Cures Service and Quoting Challenges for Global Biopharmaceutical Company with Salesforce Service Cloud® and CPQ®.

[Stallergenes Greer](#) is a global biopharmaceutical company specializing in the diagnosis and treatment of allergies with Allergy Immunotherapy products and services. Employing more than 1,400 worldwide, with a presence in 75 countries, and manufacturing facilities in Europe and the United States, Stallergenes Greer plc is the parent company of GREER Laboratories, Inc.

Challenge

Stallergenes Greer's rapid growth and increasing compliance requirements are driving their need for system improvements.

Solution

EnablePath helped Greer **enhance their existing quoting process** by augmenting their existing [Salesforce Sales Cloud®](#) deployment with [Salesforce CPQ®](#), enabling:

- **Faster Quoting**
- **Increased Accuracy**
- **Automated Approval Routing**

EnablePath then deployed [Salesforce Service Cloud®](#) into the existing instance, successfully bringing customer-care and servicing out of manual email handling and into Salesforce. Adding the **Service Console** drove **great efficiency** resulting in:

- **Automated Case Queues, Assignments, and Escalations**
- **Decreased Call Backs and Improved Response Times**
- **Enhanced Collaboration and Documentation**
- **Holistic View of the Customers Experience**

EnablePath is heavily focused on the Salesforce Quote-to-Cash product suite which helps companies accelerate growth by automating quoting, contracting, and billing. Built and delivered natively on the Salesforce Platform, this technology enables salespeople to close deals faster, without ever leaving Salesforce, while automatically keeping their opportunity pipelines and forecasts up to date.