



SalesFix

SELF MIGRATION SUPPORT FROM SALESFORCE = WINNING SOLUTION



THE CLIENT

As one of Queensland's Largest Builders, Ausbuild have been building homes since 1988, to date having built over 7000 homes in Queensland.

After significant growth and expansion into the areas of design, retail and commercial construction, the Ausbuild brand has become increasingly recognisable in the marketplace and encompasses all of the group's activities from contract housing and turn-key home development to apartments and residential land development.

The company continues to build a great reputation and brand as trusted experts in the local market.

THE SITUATION

AusBuild are a progressive kind of company, as property developers of new homes & residential estates and offering a professional property management service, you could say that they have a lot of enquiry and data to manage.

Already a Salesforce advocate, the team at AusBuild made early strides to self migrate from Classic to the all new and improved Lightning interface early in the game, "a little too early" says Nathan Senti from AusBuild.

They encountered a few hiccups along the way with the self migration between the two environments, but as they had worked with SalesFix to initially customise their property management solution with their Salesforce platform, they knew that they could rely on the SalesFix team to support them with the curlier parts of the Lightning migration project.



"We chose to work with Salesfix because their technical knowledge of Salesforce and the use of Salesforce within the property sector is unrivalled. They have the technical know-how to take Salesforce to the next level of integration within your business".

Nathan Senti, Ausbuild.

"We are extremely happy with the service we have received from Salesfix and we continue to work with them to ensure any Salesforce system updates are rolled out properly across our business, they are a long-term consulting partner"

Nathan Senti, Ausbuild.

THE IMPLEMENTATION

We had received the notification from Salesforce that the new interface was available and as a forward thinking company we decided that we had better start the process to ensure that we could take advantage of all the new future innovations that Salesforce offer.

We understood that future applications were only being designed to interact with the Lightning platform, not Classic and we literally did not want to get left behind.

AusBuild had been keen to get the list view for their emails for some time so were happy that the new interface included this function.

Nathan mentioned that they really like the kanban settings. With the Kanban setting our sales reps can more effectively monitor their progress with leads, contracts, and campaigns.

RESULTS

"Lightning is about a better visual layout, fewer clicks to get the best result and having the ability to dynamically search, reducing valuable time looking for information in our database. We have been using the new Lightning interface properly for 6 months now and our sales team couldn't be happier. You know initially it took a little bit of time to get used to the new layout and functionality but now we wouldn't go back to Classic."

Our team particularly like the dynamic search facility on the address book and the look-up filter is now dynamic saving us a lot of time.

We still jump between Classic and Lightning but only for small things and having the ability to do that is actually really useful. It's like having an old friend hanging around on the sideline just to make sure we are ready to fly solo.