> "GRAX is helping us shorten our revenue reconciliation time from weeks to hours globally; it's also going to help us fundamentally transform our business by making our teams an even more seamless extension of our customer's organizations"

Linda Bloszies
Sr. Director, Platform Engineering & Product Development

ServiceSource Adapts Faster with GRAX:
10X Reduction in Operational Overhead

OLD WAY » Before GRAX

- 70+ people spent 2+ weeks every single month manually reconciling invoices for services delivered to hundreds of customers

- 'Swivel Chair' login process forced reps and agents to double-log opportunities/cases in both internal Orgs and Customer Orgs

- No clear solution for geographic data residency with global reporting

NEW WAY » After GRAX

- 10X faster revenue recognition through auditable, automated global invoicing solution

- 'Digital Bridge' allows ServiceSource to extend API connections into Customer Orgs and drive 360° customer visibility & action

- 100% compliance with regional data governance regulations with real-time global "all-up" reporting capability

CUSTOMER STORY DETAILS

BUSINESS CASE
ServiceSource needed to improve revenue reconciliation and unlock service innovation with 100+ Salesforce Orgs across 170 countries

TECHNICAL NEEDS
- 360° Customer Visibility
- Auditable Customer Invoicing
- Multi-Org Data Management
- Predictive Analytics

PRODUCTS
- BACKUP & RESTORE
- TIME MACHINE
- DATA ARCHIVE
- DATA HUB

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