

Blackboard

Client Success Story



Background

Blackboard is a leading EdTech company serving higher education, K-12, business and government clients around the world. Newhaven, CT based campus lock manufacturer ASSA ABLOY had launched a product Integration with the Blackboard Transact™, the company's commerce and security management platform.



Objective

As the joint ventures scaled up, Blackboard was looking for a robust Return Merchandise Authorization (RMA) system to support their growing customer base. As a Salesforce customer, they preferred to manage this all within Salesforce, without having to switch to another software.



Solutions

Cloud113 provided Blackboard with a seamless solution implemented in Salesforce Service Cloud

- Worked closely with stakeholders to define the new RMA process
- Implemented, tested and validated the solution in Salesforce Service Cloud
- Included approval process, return tracking, inventory management and client communication

Results

Blackboard's new RMA process was implemented within 6 months. Since the data was already in Service Cloud, they were able to avoid having to manage multiple systems.



“Cloud113 helped us appreciate how much we could accomplish within Salesforce. They have been problem solvers and solution experts”