



## Better manage partner relationships with the next generation of Salesforce software.

DARBY CONSULTING HELPS GROWING ENERGY COMPANY TO BETTER MANAGE PARTNER RELATIONSHIPS

Darby Consulting helped a growing energy company operating in the Permian Basin to better managed workflows and payments to business partners leveraging the Salesforce Community Cloud – a NexGen online community software designed to better engage and strengthen relationships with customers, partners, and employees.

### **PROBLEM:**

Given the accelerated pace of growth and limited internal project resources of the client, Darby Consulting was engaged to help plan and implement Salesforce Community cloud with the goal of better managing workflows and payments with critical business partners including land owners, engineers, consultants, attorneys, etc.

Darby Consulting was engaged to manage the system design, development, testing and deployment phases of the project to ensure the project was delivered on-time and within scope.

### **ABOUT PARTNER RELATIONSHIP MANAGEMENT SOFTWARE:**

Partner Relationship Management (PRM) systems help organizations establish a partner contact database and manage workflows across payments, product, pricing, and training leveraging an online partner portal. For this project, Salesforce was selected as the platform for the PRM because of Salesforce Community Cloud – a system that allows companies to create branded sites that connect customers, partners, and employees with experts and information – and each other.

## Let us help you successfully plan and deliver your next Salesforce project.

1.877.655.5382

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## WHAT WE DID:

Darby Consulting helped to bring together internal departments to plan and design a partner management system to meet the specific needs of managing complex partner relationship in a changing oil and gas environment.

Darby Consulting provided a specialized team of **IT Project Management** professionals to support the project with:

- Requirements Gathering / Business Analysis
- Business Process Redesign
- Technical Systems Design
- System Testing
- End-user Training
- Change Communications
- Project Management

## ABOUT DARBY CONSULTING:

IT project management is what we do. For over 10 years, we've helped growing organizations consistently deliver successful IT projects – both hardware and software. We've pioneered innovative methods and tools tailored specifically for your success. And we're affordable; we've built a cost-effective operating model so we can offer exceptional IT project services at prices that will surprise you. This means **more projects completed on-time**, higher end-user satisfaction, and increased growth for your organization.

## CERTIFIED PROJECT MANAGERS

At Darby, successful projects begin and end with **trusted experience**. Using a process backed by data science and years of expertise, we find, train and develop the best IT professionals with both a technical and cultural fit to match our clients' needs and exceed their expectations.

## INNOVATIVE METHODS & TOOLS

We continuously pioneer **innovative new methods** to plan and deliver IT solutions. The result? An IT Project experience that is customized and results driven for every client and every project.



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