

# Complex configurations and customized quotes streamlined

Industry: Healthcare & Life Science

Organization: Enovate Medical | Murfreesboro, TN

## About the Company

Enovate Medical designs, manufactures, and implements intelligent workstation solutions and services to facilitate real-time Electronic Health Record (EHR) charting at the point of care. Adaptable to many uses and needs within a hospital, Enovate has numerous options for customization to meet the requirements of each unique clinical specialty and optimize productivity.

## Overview

Due to the high level of customizable options for these workstations, there are numerous configurations. These options must be properly configured to support the technology that the customer plans to integrate such as a mini PC, monitor, barcode scanner, and various other devices and accessories. Enovate's previous quoting system was very time-consuming for the sales team and their customer. Additionally, specific partners require their quotes in individualized and customized templates.

## Approach

SPAR was able to customize Salesforce CPQ to align with the complex matrix of configurations with a guided process to capture the information needed to create a quote. This gave sales team members the ability to complete a quote themselves in a shorter time frame and within a single system. Additionally, customized quote templates were added so that partner quotes maintained the proper look and feel required.

1

## Challenges

- Multiple layers of complexity
- Quotes required multiple team members to complete
- Need for individualized and specialized templates

2

## Solutions

- Customized Salesforce CPQ
- Customized templates for specific partners
- Provided solution to upload BOM information when creating order in ERP

3

## Results

- Reduced labor for sales and operations by up to 50%
- Reduced quoting times to 5 minutes
- Single team member can create quote start to finish

## Results



To complete a quote



Reduced Sales team labor costs



Reduced Operations labor



# Complex configurations and customized quotes streamlined

Industry: **Healthcare & Life Science**

Organization: **Enovate Medical** | Murfreesboro, TN

## About the Company

Enovate Medical manufactures and implements intelligent workstation solutions and services that improve clinical workflows that facilitate realtime Electronic Health Record (EHR) charting at the point of care. Adaptable to many uses and needs within the medical community, Enovate has numerous options for customization to meet each unique practice.

## Overview

Due to the high level of customizable options for these workstations there are numerous configurations. These options must be properly configured to create a working station that can support the technology that the customer plans to use with it such as a monitor or laptop. In Enovate's previous system, quotes required sales team members to communicate back and forth dragging out the process not only for the customer but also for the Enovate team. Additionally, specific partners require their quotes in individualized and customized templates.

## Approach

SPAR was able to customize Salesforce CPQ to align with the complex matrix of configurations with a guided process to capture the information needed to create a quote. This gave sales team members the ability to complete a quote themselves in a shorter times frame and within a single system. Additionally, customized quote templates were added so that partner quotes maintained the proper look and feel required.

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## Results

**5  
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**50  
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## Conclusion

Enovate sales team members can now improve their productivity, with decreased deal cycle times leading to more time to engage in other areas of the sales cycle. The impact reaches beyond the sales team and directly impacts the customer experience.

## About SPAR Solutions

SPAR is an SFDC solutions company. We believe that understanding the end-to-end business operations represents our greatest opportunity to help the improvement of the delivery of patient care and communications in Health, Life & Sciences companies. We contribute to the growth of our partners by empowering them to deliver amazing customer experiences. We simplify complex problems by implementing tailored SFDC solutions that integrate information across enterprise systems.

