CPQ

HOW CANIDIUM EMPOWERED TIERPOINT

A Configure Price Quote (CPQ) Case Study

tierpoint | CANIDIUM

tierpoint

TierPoint is the premier data center service provider of cloud, colocation, managed services and disaster recovery.

With 40 data centers in the US coast to coast, Tierpoint facilities provide the uninterrupted access and hosting of critical services.

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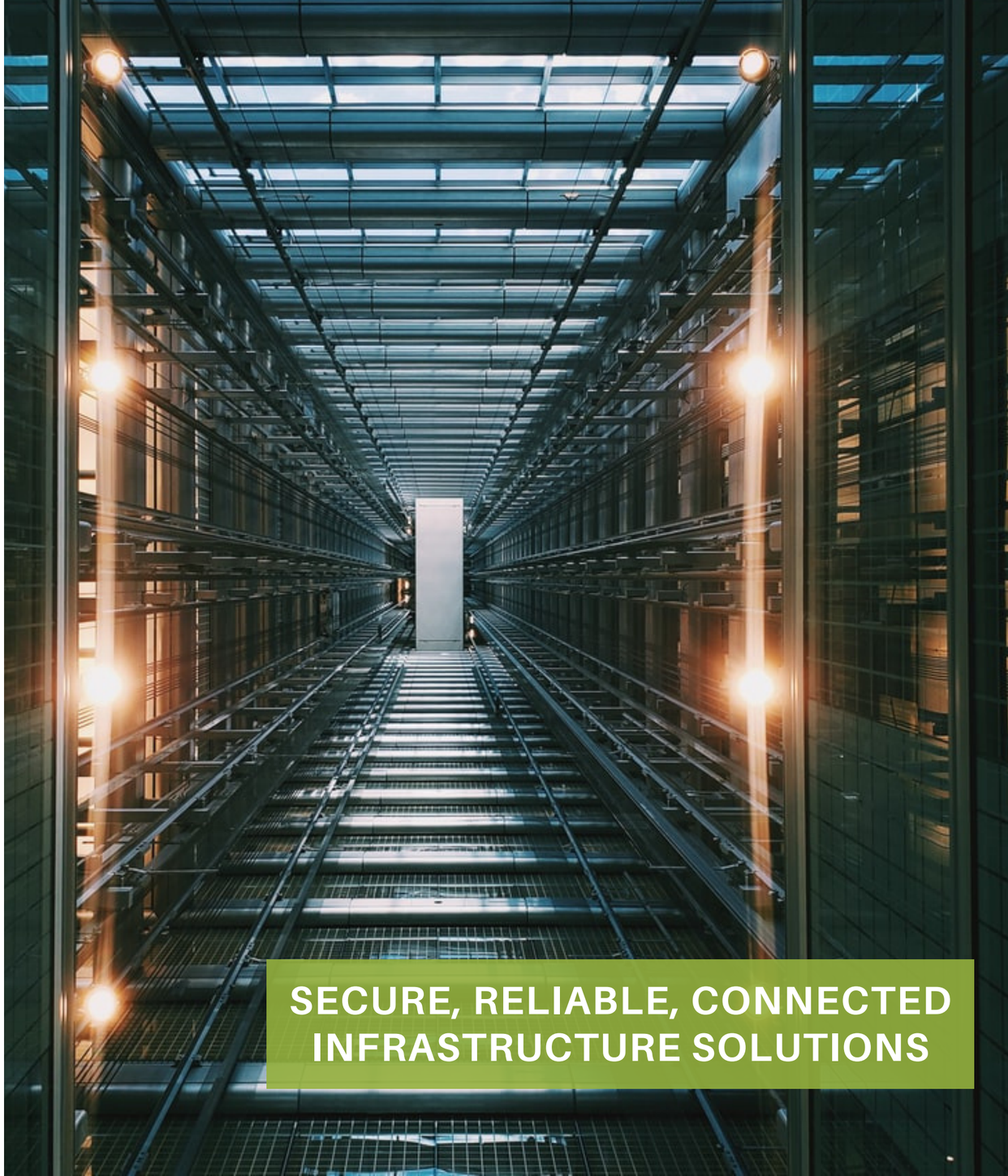

What was the challenge for Tierpoint?

Tierpoint needed a CPQ solution that could process their complex pricing structure and build over 40 budgetary quote documents.

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TIERPOINT NEEDED CANIDIUM TO STREAMLINE THE QUOTING PROCESS AND IMPROVE PERFORMANCE

53% FASTER
QUOTE LOADING

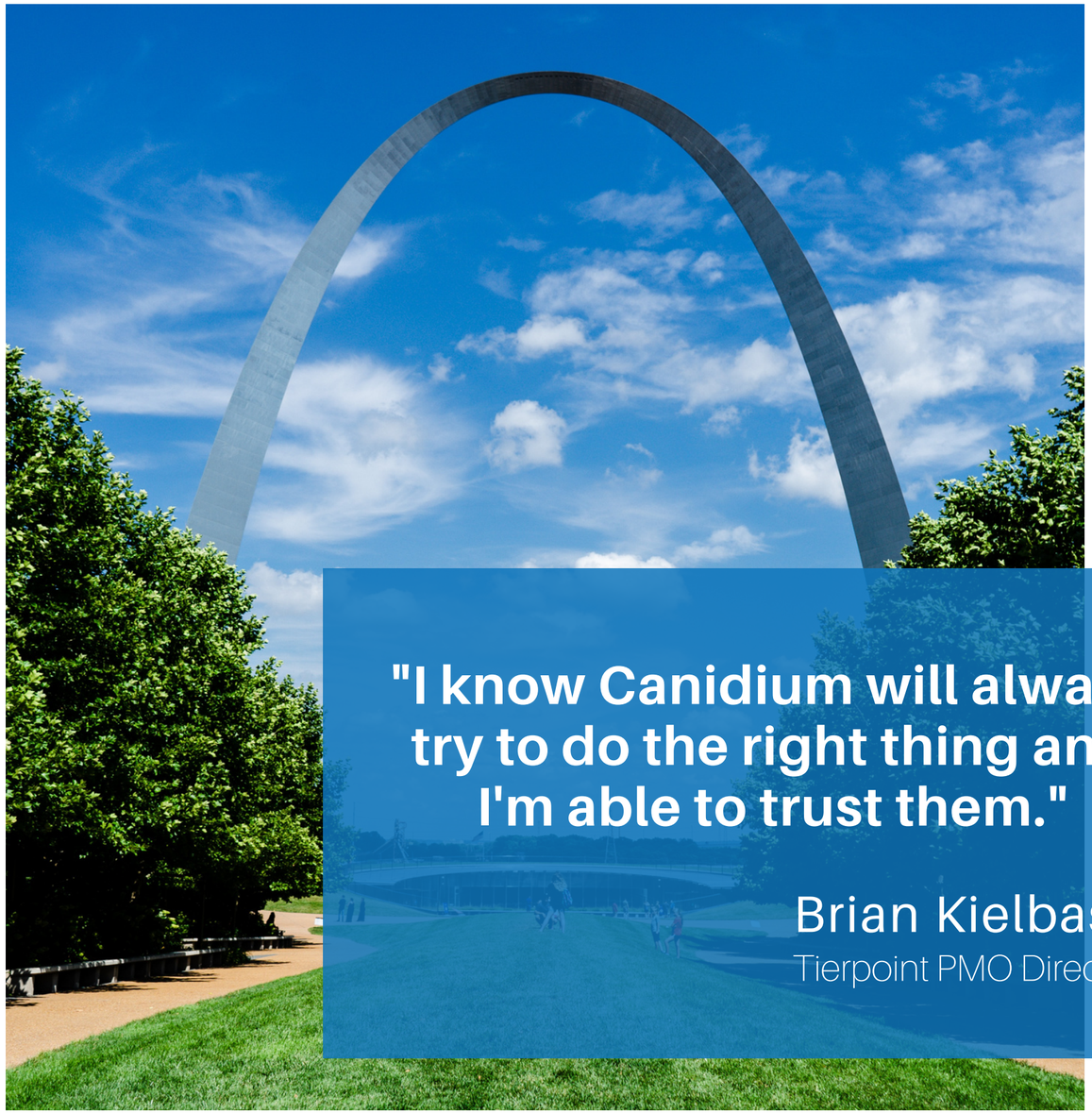
"From my perspective, it's been one of the best partnerships I've ever had.

When we escalated problems and challenges Canidium has always been there to make sure we're happy."

Beth Petti -

VP - Enterprise PMO Tierpoint

CANIDIUM



"I know Canidium will always try to do the right thing and I'm able to trust them."

Brian Kielbasa

Tierpoint PMO Director

Why This Project Was Successful

A CENTER OF EXCELLENCE

The Canidium team had a wealth of experience and followed our robust project methodology practices along the way

CONTINUOUS IMPROVEMENT

Canidium implemented strategic quick wins to ensure immediate improvement with room to continually optimize performance

CONSULTATIVE SUPPORT

Candium and Tierpoint worked together to understand the "Why" in the "How"

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"We had to make a change and we didn't have a lot of time.

These changes made a world of difference in rebuilding credibility with our users."

BETH PETTI -

VP - ENTERPRISE PROGRAM MANAGEMENT OFFICE
AT TIERPOINT

CANIDIUM

Restoring Trust

Seamless Integration

SAP CPQ SharePoint

THE CHALLENGE

The previous API utilized had a 4MB file limitation causing 60% of CPQ quotes to fail to integrate with SharePoint. Additional complexity around adding quotes to an existing folder or a new folder to keep data clean and organized .

THE SOLUTION

Canidium built a custom integration with checks in place to ensure data was put in the correct place without duplicated file uploads, keeping data organized and preventing errors. The increased file size limit from 4MB to 2MB resulted in only a single quote to fail to integrate within the first year.

The Results

53%

Optimized complex scripts to improve quote performance by up to 53%

187

Reduced document templates from 200 pages down to 13 pages

50%

Reduction in CPQ quote and NetSuite opportunity sync failures.

Streamlining the Sales Process

Saving time and reducing effort

Before Canidium, Tierpoint hired 10 support admins just to help the sales team navigate through the system and avoid quoting errors.

Canidium helped streamline processes and add guardrails to prevent errors.

The TierPoint sales team can now confidently navigate the system autonomously.

CANIDIUM

"We're not afraid to put Canidium in front of our team.

They are confident in their personality, the way they speak, and their expertise."

Brian Kielbasa
Tierpoint PMO Director

CANIDIUM

CONFIDENCE
& EXPERIENCE