

How Canidium Empowered Tierpoint with SAP CPQ



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.

"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

THE CHALLENGE

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

OBJECTIVE

Tierpoint needed Canidium to streamline the quoting process and improve performance.

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 .

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.

METRICS

- Close process moved up by 2 days, enabling doctors to get paid sooner.
- Automated workflow allowed removal of middle administrative layers.
- Improved automation allowed for sustainable increase in new clients.

"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, VP, Enterprise PMO at Tierpoint

RESULTS: KEY ACHIEVEMENTS



53% faster quote loading



Reduced document templates from 200 pages down to 13 pages



Reduction in CPQ quote and NetSuite opportunity sync failures.