

# Streamlined the quote process with **Salesforce, Zuora & Oracle** integrations

## About the Client

A leading global IT company that offers services within the travel and tourism industry

Offers technological services to build, enhance and upgrade booking, ticketing and pricing processes

Collaborates with airlines, airports, railways, hotels, travel agencies and corporations to build applications

## Business Needs

Enable full visibility of information flowing between integrated applications

Provide real-time data synchronization

Automate the manual sales credit process to cope with product changes

Eliminate data shortfalls to streamline the sales credit process

Set up an effective reporting process

## Solutions

Integrated Salesforce and Zuora CPQ for seamless quote creation

Automated the quote process by integrating Salesforce with Oracle E-Business Suite

Eliminated the limitations of Zuora CPQ using customizations in Salesforce

Seamlessly integrated the platforms for efficient, flexible and accurate analytics

## Technology Stack



## Business Impact

**25%** increase in productivity by eliminating manual processes

**10X** impact on business decisions with accurate information

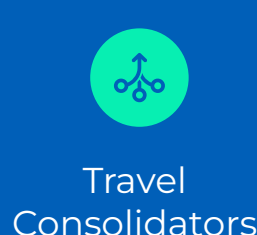
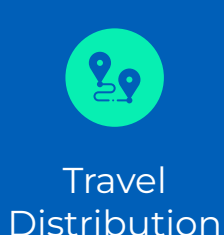
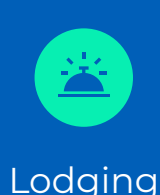
Automated the quoting process and helped improve RFP response time by **15%**



**100%** tracking of negotiation process driven through the platform

**5X** improvement in the process of product selling and forecasting

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