



SIMPLUS  
an Infosys company

CUSTOMER SUCCESS STORY



PERENNIALS  
SUTHERLAND



# P E R E N N I A L S

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# S U T H E R L A N D

[www.perennialsandsutherland.com](http://www.perennialsandsutherland.com)

## ABOUT PERENNIALS AND SUTHERLAND

Perennials & Sutherland is a worldwide icon and acknowledged trailblazer in the international design industry. The company creates luxury furniture, fabrics, rugs, and accessories of premium quality. Based in Dallas, Texas, Perennials & Sutherland sets the standard for design, innovation, quality, and color selections, which seamlessly transition from indoor to outdoor use.

## EXECUTIVE SUMMARY

Simplus has been partnered with Perennials & Sutherland for a few years as its Salesforce partner of choice. Our Strategic Services experts collaborate with stakeholders at Perennials & Sutherland to optimize Customer 360 with process automation across sales, service, marketing, CPQ, and more.

## CHALLENGES

Perennials & Sutherland had worked with other implementation and managed services providers in the past, but found the results lackluster for their overall Salesforce strategy. The top priorities were to streamline sales processes and empower users to better leverage all the Perennials & Sutherland Salesforce instance is capable of.



22 technical documents and guides delivered supporting enhancement



79 support requests completed over 14 months

- 76 Enhancements
- 3 Break/Fix



Analysis and support for Salesforce Release required actions

# PERENNIALS SUTHERLAND



## HOW SIMPLUS HELPED

Simplus Strategic Services stepped in and showed Perennials & Sutherland what an exceptional partnership (beyond simple order-taking like other managed services providers) looks like. With thoughtful prodding and analysis of the existing system and expertise surrounding the impact of little changes, our Strategic Services team not only maintains but optimizes the entire customer life cycle at Perennials & Sutherland, from sales and marketing to service and beyond.

The team at Perennials & Sutherland has been impressed with Simplus' communication, commitment to excellence, and unrelenting grit to get the job done right the first time. Of particular note has been Simplus' fast response time, expectation-setting, and critical thinking. Perennials & Sutherland is so thrilled with the work done, they are looking to expand their contract hours with the team in the coming year.



Significant effort to convert deprecated automations to new Flows



Helped expand CPQ usage to the international team