







CITCO Water – Lexington, KY

CHALLENGES

Lacked visibility into sales pipeline, customer service, and field service teams. Needed ERP data in CRM and FSL application.

SOLUTION

Implemented Sales Cloud for managing pipeline and developing consistent sales processes. Implemented Service and Field Service for scheduling, managing, and visibility of full customer service lifecycle. Remote access for service techs.

-  Sales Cloud
-  Service Cloud
-  Field Service
-  Telephony