

Go-Live



LEVELSHIFT

**SALESFORCE
CORE TEAM:**

Account Executive:
Name (Unbolded)

**SALESFORCE
PARTNER TEAM:**

Partner Sales Manager:
Name (Unbolded)

For Salesforce
Internal Use Only

Medtronic

LevelShift Enables Modern Customer Support for Medtronic with Salesforce Service Cloud



Customer Profile

Medtronic is a global leader in healthcare technology, delivering innovations that address some of the world's most complex health challenges. From the smallest pacemakers to advanced neurovascular therapies and robotic-assisted surgical solutions, Medtronic combines cutting-edge technology with clinical excellence to improve patient lives.

Challenge

- Customer needed a solution to replace their legacy SAP CRM and find a way to modernize case management with a reliable, scalable, and OOTB-driven platform for managing patient service requests and product complaints.
- With many integrations in place for key systems, customer needed a seamless integration strategy between Salesforce and SAP for bi-directional case data sync.
- The client faced significant delivery risk due to end-of-year timelines, with the existing development approaches unable to support a timely go-live without compromising stability or quality.

Partner Value

- Accelerated implementation with predictable outcomes by leveraging an out-of-the-box-first Service Cloud setup, delivering faster turnaround while keeping pricing competitive and timelines transparent.
- Automated case creation via Observe.AI and APIs, delivering a unified 360° console with embedded decision support for faster, more accurate resolutions.
- Strengthened integration confidence through native Service Cloud workflows with bidirectional SAP integration and built-in exception handling for mission-critical case management.

40%
Faster go-live time

25%
Less handle time

99%
Case Continuity

COUNTRY
USA

INDUSTRY
Medical Equipment Manufacturing

ROLE OF PARTNER
IN CUSTOMER LIFECYCLE STAGE
Competition Sourced Deal Win

Products sold  Service Cloud Voice

#WinningWithPartners

Go-Live



LEVELSHIFT
A PreludeSys Company



LevelShift as a Strategic Partner Transforms Pricing & Quoting with Salesforce Revenue Cloud



Customer Profile

Teledyne Digital Imaging designs and manufactures high-performance CCD and CMOS image sensors, camera modules, and sub-systems for demanding applications in aerospace, medical, science, and industrial automation.

Challenge

- The Pricing and quoting relied on a SharePoint-based Excel tool disconnected from Salesforce. Every price update, approval, and quote required manual entry and cross-checking, slowing operations and increasing risk of errors.
- The system couldn't support advanced needs like multi-currency pricing, configurable bundles, or structured approval workflows. With 1,100+ active products and daily business use, the lack of a scalable, Salesforce-native solution became a major bottleneck for speed, accuracy, and governance.

Partner Value

- Levelshift Salesforce Consulting transformed the process by implementing a native **Salesforce Revenue Cloud** solution, replacing legacy tools with a scalable, automated framework.
- **50% reduction in manual effort** through centralized pricing, automated approvals, and a constraint-based pricing engine
- **40% faster quote turnaround** with automated quote generation using Conga and OmniStudio
- **Advanced pricing capabilities** including multi-currency support and dynamic product bundling without added complexity
- **Enterprise-scale governance** across 1,100+ products and 40+ users with improved visibility and auditability

"THANK YOU to all the LevelShift folks who have helped make the first Teledyne implementation of Revenue Cloud a success."

Address CAPA requirements that has been open for 3 years

50%
Workflow Automation

40%
Faster Quotes

COUNTRY

USA

INDUSTRY

Industrial Technology

OF LICENSES: 22

GO-LIVE DATE:

Apr 2026 to Jun 2026

Products sold



Revenue Cloud

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Internal Use Only

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