



SEAGATE SEES REAL-TIME FINANCIALS WITH FFA

A FINANCIALFORCE CUSTOMER STORY





ABOUT

Founded in 1979, Seagate is the leading provider of hard drives and storage solutions that help people store, share, and protect their valuable digital content. The enterprise offers an extensive line of data storage products for consumers and businesses, along with data-recovery services for any brand of hard drive and digital media.

COMPANY SIZE

Enterprise

FF PRODUCT

Revenue Management, Billing

INDUSTRY

Technology

HEADQUARTERS

Cupertino, CA

MEASURES OF SUCCESS

30%

ANNUAL COST SAVINGS

.25M

REDUCTION IN ANNUAL IT COSTS

67%

DECREASE IN AVG "TIME TO DOLLAR"

CHALLENGES CHASING REVENUE

Initially, Seagate's IT Recovery Services division was challenged by the enterprise's existing financial system, which didn't integrate easily with Salesforce. Billing processes were slow and inconsistent, teams were unable to report on real-time business performance, and revenue management and forecasting was painful—making it hard to gauge business health. Too much resource time was focused on chasing revenue versus customer service. Instead, teams needed a financial system that could fit seamlessly into their existing Salesforce workflows.

FINANCIALS IN FULL COLOR



TIGHTER COMPLIANCE CONTROLS

FinancialForce's tight Salesforce integration frees teams to keep their finances closely tied to business transactions. Now, Seagate employees can recognize revenue on an accrual basis and easily stay compliant using built-in system controls.

VIVID REPORTING

By leveraging built-in reports that provide big picture financial statements, detailed transaction reporting, activity volume, and more, teams can now raise red flags sooner and make smarter real-time decisions.

CONSTANT PLATFORM INNOVATION

IT teams can also customize the application faster thanks to the Salesforce "configure before code" environment; enhancement requests are now addressed quickly and deployed twice as fast.



30% IN ANNUAL COST SAVINGS

Since shifting to FinancialForce, Seagate's billing processes are now fully automated and recorded back to the master ledger. The global enterprise has seen 30% cost savings since integrating its finances with Salesforce, a reduction in average "time to dollar" from 42 to 14 days, and saved .25 million in annual IT costs. Period close has also been reduced from 11 days to 5. Customer satisfaction is now top priority at Seagate, with teams honing in on the customer interaction at hand, versus managing multiple systems in the backend.

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READY FOR MODERN ERP?

FinancialForce is the leading cloud ERP for the new services economy. The #1 ERP native to the Salesforce platform, FinancialForce unifies data across the enterprise in real-time, enabling companies to rapidly evolve their business models

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