



CASE STUDY

MuleSoft Global Integration



Company

A leading manufacturer of infant formula headquartered in Chicago, Illinois. The company has over 7,500 employees globally.



Challenge

The customer required 24/7 MuleSoft integration system support for their business users with quick response and resolution times for each incident.



Solution

V-Soft Consulting rolled out a multi-system integration followed by one week of Hypercare Support. V-Soft Consulting also set up a dedicated 24/7 post-production support team made up of trained MuleSoft-certified support resources, an online knowledgebase for quick resolutions, an incident management dashboard, regular quality audits, a workflow for each incident, and a dedicated development team for support issues at all security levels.



Results

The MuleSoft integration and support resulted in a 70% reduction of tickets in queue, an 80% reduction in response time, and a 75% reduction in resolution time.

Reduction of
queue tickets

70%

Improved
response time

80%

Faster
resolutions

75%

TECHNOLOGY USED

 MuleSoft



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