

CASE STUDY  
**MuleSoft**  
**Global Integration**

 **The Challenge**

The customer's business runs throughout the globe. They required 24/7 MuleSoft integration system support for their business users with quick response and resolution times for each incident.

 **The Solution**

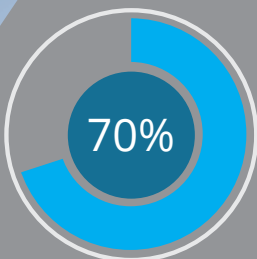
V-Soft Labs completed a multi-system integration and rolled it out to production on time, followed by one week of Hypercare Support. V-Soft Labs also set up a dedicated 24/7 post-production support team to meet a number of project requirements, including trained MuleSoft-certified support resources, an online knowledgebase and QA for quick resolution, an incident management dashboard, regular quality audits, a workflow for each incident with email notifications, and a dedicated development team for support issues at critical, high, medium, and low severity levels.

 **The Result**

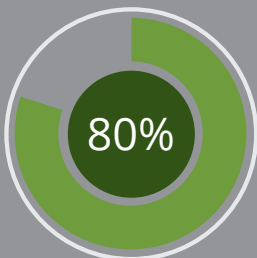
Supplying MuleSoft integration and support resulted in a 99% adherence to defined SLAs, 70% reduction of tickets in queue, 80% reduction in response time, and 75% reduction in resolution time.

 **The Company**

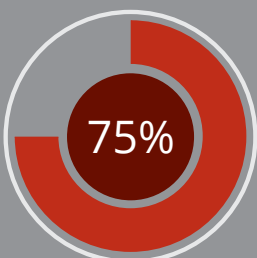
The customer is a leading manufacturer of infant formula both domestically and globally. Their headquarters is in Chicago, Illinois and they have 7,500 employees globally and in 2017 reported net sales of \$3.7 billion.



Reduction of queue tickets



Improved response time



Faster resolutions