



## 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 Digital rolled out a multi-system integration followed by one week of Hypercare Support. V-Soft Digital 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.



### Result

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

Reduction of  
queue tickets

**70%**

Improved  
response time

**80%**

Faster  
resolutions

**75%**

## TECHNOLOGY APPLIED

 MuleSoft



MuleSoft



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