



FIND YOUR GROWTH PARTNER

Stratosfear

Customer Success Story

**MM+ Implementation Partner
of the Year ANZ**

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CONSULTING PARTNER

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STRATOSFEAR





OVERVIEW:

Transforming Business Efficiency and Scalability with Salesforce Experience Cloud

Stratosfear has been in business for 15 years as a strategic management and business advisory firm. Specialising in emerging corporate businesses with turnovers between \$10 million and \$50 million, Stratosfear introduces structure and processes to under-resourced and over-stretched management teams, enabling better and faster decision-making while avoiding costly and time-consuming mistakes.

SALESFORCE PRODUCTS / OITC SERVICES

Salesforce Experience Cloud
OITC Consulting and Implementation Services

The Objective

Stratosfear aimed to scale their business by improving internal and client communication, enhancing accountability, and streamlining their processes.

Their goals included:

- Enhancing communication efficiency with clients.
- Implementing structured processes for better accountability.
- Scaling business operations effectively.
- Improving overall efficiency and measurability.



The Challenges

Stratosfear faced several challenges:

- Their business relied heavily on intellectual capabilities, making it difficult to scale.
- Inefficiencies in client communication, primarily through emails, led to version control issues and accountability problems.
- Manual and labour-intensive processes consumed employees significant time and energy.
- There was a need for a more structured approach to measure and improve their operations.



The Solution

OITC worked collaboratively with Stratosfear to implement Salesforce Experience Cloud, aiming to elevate their existing processes.

This implementation provided better structure and measurability, streamlined manual tasks, and freed up energy and focus for the Stratosfear team.



The Results

The implementation of Salesforce Experience Cloud led to major improvements:

- Saved several hours each week by making communication more efficient.
- Allowed Stratosfear to focus on getting new clients, resulting in three new accounts in the last two weeks.
- Boosted team confidence and structure, improving their skills and attracting top talent.



The Results

“Our experience with OITC has been exceptional. They understand both Salesforce and our business objectives, providing the right mix of technical capability and business acumen. Their responsiveness and ability to get things right have significantly accelerated our progress. Unlike past partnerships, OITC understands our needs and delivers results efficiently, making them a valuable partner in our journey.”

Salesforce has given us a lot of confidence and structure. We now have world-class capability, and the excitement around what we can do helps us attract and retain top talent. Competing with the Big 4 banks for quality talent means our workplace needs to be exciting, and Salesforce has made that possible.”

- Jamie Holroyd, Managing Director



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CONTACT US WITH ANY AND ALL QUESTIONS, QUERIES
OR DREAMS YOU MIGHT HAVE.

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