



CASE STUDY

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Global Manufacturing Firm Automates their Salesforce Customization Testing with Opkey

Reduces Testing Time From Weeks to Days with Each Sprint

A close-up photograph of two hands shaking in a firm grip. The hand on the left is wearing a light pink shirt cuff, and the hand on the right is wearing a dark blue suit sleeve with a white shirt cuff. The background is blurred, showing what appears to be an office setting with some greenery.

Customer Overview & Need

Our customer, Videojet, is a manufacturing firm with over 4,000 employees and 30 global offices.

Videojet struggled to quickly push through new customizations to their business users due to testing bottlenecks. They turned to Opkey to streamline testing for their Salesforce Sales and Marketing Clouds.

A hand is shown moving a white wooden chess piece, likely a pawn, on a dark, reflective surface. The background is dark and out of focus. A semi-transparent dark blue rectangle is overlaid on the left side of the image, containing the text 'Business Challenges' in white.

Business Challenges

- Videojet had a lean IT team that struggled to keep up with the frequent customization changes their sales & marketing teams demanded. Changes were often pushed through without thorough testing, putting the company's Salesforce environment at risk of downtime.
- The company's software delivery time was very long - often more than 2 weeks – because of these constraints in testing bandwidth.
- Videojet relied on roughly a dozen custom reports for C-level executives, but they were often inaccurate due to unstable changes in their Salesforce Sales & Marketing clouds.

- Videojet utilized Opkey's core Salesforce meta-data driven test automation platform, enabling the automatic creation of reusable components based on Videojet's unique customizations. The platform features 8-point SFDC object identification and 200+ SFDC-specific keywords to handle any test workflow.
- Videojet used Opkey's end-to-end testing capabilities to integrate web services and UI workflows into singular test cases.
- Videojet's employees utilized Opkey's Chrome developer extension to easily assess the impact of every change in Salesforce directly from their Chrome application.



Solutions



Results

- Videojet reduced Salesforce testing time from weeks to days with every sprint cycle. As a result, business users were quickly able to take advantage of new custom Salesforce configurations.
- Videojet was able to quickly confirm the validity of their C-Level reports, saving them roughly 50 hours per quarter and enabling them to make more accurate and trusted business decisions.
- Videojet's lean IT team was able to focus their time on more high-value activities.



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