

CLIENT SUCCESS STORY

Western Union

Project
Salesforce Consolidation



Client
Western Union

Industry
Financial Services

Location
USA/Europe

Staff
12,000+ worldwide

Products
Cloud Consolidation, Data Migration, Integration Migration

The Business Challenge

Western Union is a leading global financial services institution that has pioneered efficient International Payments to over 200 countries for over a century.

WU had been using Salesforce successfully across all of its worldwide locations; however, it became clear that the efficiencies of running multiple org's in different countries, with numerous teams, was becoming cumbersome and fragmented.

Not only was there an increase in License costs, but it also meant they had three different IT teams managing each org and all associated costs with it.

This in conjunction with a growing concern relating to differing territorial processes led to a call to action.

A feasibility study was undertaken internally, and it was concluded that it would be too complex to consolidate the different org setups and the risk level of failure too high.

"Our engagement with Consleague to date has been hugely successful. From their initial feasibility study - to a highly efficient delivery, managing challenges that were previously written off as impossible. They provided a coordinated solution with multiple teams in multiple countries. Yet, it was delivered with a reduced risk approach and minimal disruption to business in under 3 months. We are very excited to be working with such an agile and dynamic team." - COO

The Solution

Western Union had resigned itself that there were no other options, but in late 2020, Consleague were introduced to WU to provide a second opinion and performed our highly detailed Discovery Mapping Programme.

The DMP led to a complete technical analysis from our teams, detailed documentation of the org's setup, known limits and complexities.

Our report concluded that it could actually be done, and after a successful presentation, Western Union awarded the project to Consleague to execute.

Our first task was to back up all of the data. We took a snapshot of the data from the source to the destination org and undertook a delta data migration to accommodate the high volume of data created or modified throughout the data migration life cycle.

We then consolidated the EU org into the US org and successfully implemented. Data cleansing was also introduced at this point to ensure a lean transfer. Consleague successfully orchestrated several teams in different territories under extremely tight timeframes and in different time zones.

The Results

Consleague were restricted to very tight deadlines, but not only did they provide a successful consolidation for a platform that remained in existence for over ten years, they also completed the works in under three months with minimal impact to BAU.

The team had to work with other third-party consultants to ensure all data was migrated across and steer the Technical teams.

Consleague led and managed resources to make changes and configuration to the source codebase and overall configurations to enable a seamless consolidation into the US org.

Consleague also provided full handover documentation and technical references of the works completed.

This highly challenging project is a clear example of how agile Consleague works and its ability to break down complex problems into realistic solutions each step of the way whilst facilitating a reduced risk approach.

Undertook an intense DMP process at which we could explore the organisation, its key drivers, strategic ambitions, operational challenges, and desired outcomes.

Successful consolidation of two orgs into one single org with different teams, times zones and challenges to overcome.

Data Migration delivered in record time - under three months.

Creation of detailed handover documentation to demonstrate to stakeholders the long-term plan for their Salesforce platform.