



A leading online furniture retailer A Success Story



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An leading online
office furniture retailer

Managed Solutions Program Success



1 The Client: A leading furniture retailer. Founded in 2001, it was one of the first online-only office furniture sellers.

2 The Need: Having been heavily reliant on Salesforce Classic Org, the business needed to transition to Salesforce Lightning.
They needed more specialist resources to ensure a smooth migration.

3 The Plan: The client's IT team reached out to K2, its long-term Salesforce resourcing partner, for expert recommendations.
We began a managed service project in January 2022 drawing on the experience and understanding of 12 Salesforce specialists.
A steering committee comprised of an architect and administrator from K2 and an in-house project manager from the client met weekly to discuss the project. This meant any potential issues would be identified early, making sure the project stayed on track.
We delivered a series of 'Train the Trainer' sessions to give the client ownership of its stakeholders' leading teams. These ensured the successful implementation and adoption of Salesforce Lightning.

4 The Result: In October 2022, the client completed its transition to Salesforce Lightning. The whole process took ten months.
Delivering the 'Train the Trainer' sessions and creating internal ownership for the client offered them a simple, innovative solution.
The project has created a trusted partnership leading to K2 working on new projects with the client.

