

CriticalRiver Powers Aryaka's Global Agility with Scalable Salesforce Delivery



The Customer

Aryaka Networks is a global leader in SD-WAN and SASE solutions, delivering secure, high-performance network connectivity to enterprises worldwide. With a mature Agile process and a well-established internal Salesforce ecosystem, Aryaka needed a scalable delivery partner to absorb a growing volume of enhancement requests and BIS tickets without disrupting its global operations.

Impact Delivered

- 98% on-time delivery rate across sprint commitments
- 500+ Salesforce tickets resolved
- 30+ sprints delivered with consistent velocity

The Challenge

As demand on Aryaka's Salesforce ecosystem grew, several operational pressures emerged:

- Rising volume of BIS tickets and enhancement requests beyond internal capacity
- Need for specialized Salesforce expertise to support a mature Agile process
- Sprint planning and execution required dedicated, end-to-end ownership
- Ad-hoc and high-priority tasks added pressure on internal teams
- Need for a flexible resource model that could scale quickly
- Required a partner that could align with global processes without compromising quality or velocity

Solution Components

Salesforce Sales Cloud, Service Cloud, CPQ Cloud, Talent on Demand, Agile Delivery Support, BIS Ticket Management, Sprint Execution

The Solution

Aryaka partnered with CriticalRiver for a scalable Salesforce delivery model that integrated seamlessly with its global Agile teams. The engagement:

- Deployed Talent on Demand with a dual-role Scrum Master and Business Analyst plus a Salesforce Developer
- Embedded within Aryaka's Agile structure to manage 30-day sprints end-to-end
- Supported grooming sessions and coordinated development and QA efforts
- Delivered enhancements across Sales Cloud, Service Cloud, and CPQ Cloud
- Owned BIS ticket resolution to reduce backlog and improve turnaround
- Maintained close stakeholder collaboration to align with business priorities

The Results

- Reduced backlog and improved ticket turnaround across BIS and enhancements
- Delivered 10+ mini projects with measurable operational value
- Sustained consistent velocity and planning discipline across sprints
- Strengthened global delivery without disrupting internal processes
- Enabled a scalable, stable Salesforce delivery model

The Conclusion

Through CriticalRiver's Talent on Demand engagement, Aryaka Networks scaled its Salesforce delivery capacity without disrupting internal Agile workflows. Consistent sprint execution, end-to-end ownership of BIS and enhancement requests, and seamless collaboration positioned CriticalRiver as a trusted extension of Aryaka's global delivery arm — and the engagement continues to drive scalable, high-quality outcomes across business-critical functions.