

# CriticalRiver Enhances Salesforce Reliability for a Leading Cybersecurity Company with a Dedicated QA Process



## The Customer

A leading American cybersecurity company listed on NYSE, delivering an AI-powered platform that prevents, detects, and responds to threats across endpoints, cloud, and identity. As its Salesforce ecosystem grew more complex, the company needed a dedicated QA function to safeguard quoting accuracy, user experience, and platform reliability.

## The Challenge

As the company's Salesforce environment scaled, several quality risks emerged:

- Complex customizations and configurations
- Price rule and validation complexities affecting quoting accuracy
- Frequent Salesforce platform updates requiring continuous validation
- Integration complexities across the application stack
- Inconsistent user experience affecting adoption
- Absence of a dedicated in-house testing team

## The Solution

The company partnered with CriticalRiver to build a robust QA process across Salesforce Sales Cloud and Service Cloud. The engagement:

- Stood up a dedicated Salesforce QA team focused on CPQ functionality
- Reviewed BRD documents with stakeholders before development began
- Validated the Workato integration swap for data flow accuracy
- Automated the regression suite to reduce manual effort
- Strengthened release readiness across platform updates

## The Results

- Ensured quoting accuracy across product configurations, pricing, and discount rules
- Improved sales team user experience and system adoption
- Accelerated quote generation and shortened sales cycles
- Reduced system failures and downtime through structured QA
- Strengthened release confidence across customizations and integrations

## Impact Delivered

- Accelerated sales cycles through faster quoting
- Higher user adoption across sales teams
- Reduced quoting errors and system risk

## Solution Components

Salesforce Sales Cloud, Service Cloud, Salesforce CPQ, Workato, Regression Test Automation, QA Process Framework

## The Conclusion

Through CriticalRiver's QA partnership, this leading cybersecurity company transformed its Salesforce environment into a reliable, well-tested platform that supports consistent quoting, smoother user adoption, and uninterrupted business operations. The dedicated QA process now safeguards platform performance across releases, customizations, and integrations as the business continues to scale.