

STANLEY BLACK AND DECKER: A CLEAR VIEW AHEAD

Panaya helps the global industrial giant enhance, clean and integrate multiple Salesforce orgs



StanleyBlack&Decker

CUSTOMER PROFILE

Manufacturer

WEBSITE

www.stanleyblackanddecker.com

LOCATION

Global

NEED

- Integration of multiple Salesforce orgs
- Reduce time and effort for org enhancements
- Risk mitigation
- Eliminating technical debt

THE IMPACT

- Incident reduction
- Hours of time saved
- Elimination of technical debt
- Improved Salesforce org project planning
- Risk-free org releases
- Secure management of multiple orgs

ABOUT STANLEY BLACK AND DECKER

Stanley Black & Decker (SBD), Inc is an American-based Fortune 500 provider of security products, industrial tools and hardware, including brands such as Dewalt, Craftsman, Black + Decker and Stanley. Through its 56,000 employees in over 60 countries, SBD owns and operates the world's largest tools and storage business and the second largest global electronic security company.

THE CHALLENGE

A sizable portion of Stanley Black and Decker's growth can be attributed to mergers and acquisitions, which generally include inheriting legacy enterprise technologies and software platforms. Managing an acquired Salesforce org – all the more so, many of them - presents different and additional challenges than managing an org that's always been owned by the same business. The acquiring company needs to migrate and integrate the org into existing architecture or assess how to maintain the acquired org in its current state.

Stanley Black and Decker had 12 independent Salesforce orgs to manage, the majority of which were legacy systems inherited after an acquisition. They did not come with documentation or architectural diagrams and, without that knowledge, the company was often flying blind when planning for their new orgs or addressing technical debt.

Lead Salesforce Architect Scott Strong and his team had to make their best guess as to how rolling out new enhancements would impact business processes. There was always an ongoing and undefined risk of incidents or outages. As the solution owner, Scott was doing the analysis manually with the hope that the changes implemented would not cause any breakage downstream or upstream.

To avoid developing on what seemed like quicksand, the Stanley Black and Decker team knew they needed to find a solution that would help them update the architecture of their acquired orgs. Done correctly, they knew their Salesforce solutions could be rebuilt to last. They also knew such a solution would have to include addressing the technical debt of their assimilated orgs to ensure they don't slow down development, cause crashes or limit the use of Salesforce features.

“Panaya helps us mitigate risk and ensure that we are not breaking any existing functionality while delivering changes at pace.”

Scott Strong, Lead Architect for Sales and Service

THE SOLUTION

Having heard about the product from another partner in the business, Stanley Black and Decker adopted Panaya to focus on planning for enhancement deployments and addressing technical debt from inherited orgs. They determined that the solution could handle all their deployment pre-planning needs and cut out the time spent on dependency tracking, while reducing incidents and managing risk.

Panaya is Panaya's best-in-class, end-to-end test management platform, with interactive, graphic visualization of Salesforce org dependencies. This assisted the Stanley Black and Decker team in developing new builds, alongside technical debt removal.

Panaya's Impact Analysis and automated reports enabled Stanley Black and Decker to instantly identify potential downstream impacts of any org change at the click of a button. As a result, it became possible to assess enhancements comprehensively and quickly, and prioritize testing efforts accordingly, for better release planning. Panaya also greatly assisted the team's mission of technical debt reduction, empowering them to remove clutter from their orgs.

For convenience and security across multiple orgs and access points, the Panaya solution was easily configured for access via single sign-on. In addition, Panaya's Customer Success Manager promoted feature requests by the Stanley Black and Decker team to the Panaya Product Management team and continues to proactively update the company on new Panaya functionalities.

ACHIEVING PEACE OF MIND IN LESS TIME

With Panaya, Stanley Black and Decker has been able to dramatically reduce breakage and incidents during Salesforce org enhancements, integrations and updates. Incidence reduction has given the team greater peace of mind and allowed them to optimize such releases, as well as to plan future projects more effectively.

The insight provided by Panaya's risk-based analysis helped Stanley Black and Decker address the technical debt of the legacy Salesforce orgs they inherited. This included cleaning up the inherited orgs without inadvertently deleting functionality that's still being used.

The Stanley Black and Decker team no longer has to manually comb through all potential impact scenarios. Panaya allowed them to cut hours of time previously spent poring through components to determine areas of risk. What used to take several hours now takes a few minutes, freeing time for the team to focus on improving project planning and incident management.

“I know that there is always a chance that incidents may happen in Salesforce,” Scott said. “You take risks and you move forward. But Panaya is the one tool that helps us mitigate these risks, and ensure that we are not breaking any existing functionality while delivering new functionality at pace.”

○ Panaya

Panaya enables organizations to accelerate application change and continuously deliver innovation with its Change Intelligence Platform. Panaya provides cloud-based application delivery and testing solutions that ensure collaboration between Business and IT. Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2006, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quick quality change to enterprise ERP & CRM applications.

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