



CLOSING THE LOOP: CONNECTING CONTRACTS, SERVICE, & ERP WITH FOREFRONT AND SALESFORCE

Overview

Doble provides diagnostic testing equipment and software for power systems, operating on a lease and subscription-based model that requires precise contract and service management.

As the business grew, manual processes and disconnected systems made it difficult to manage contracts, track service activity, and maintain alignment between Salesforce and ERP. Doble needed a partner who could modernize complex processes, integrate systems, and improve visibility across the business.

Challenge

Manual contract tracking and limited renewal visibility led to missed billing and a growing backlog of unbilled contracts reaching approximately \$5M.

Service workflows were slow and manual, with RMA documentation taking 3–5 days and limited visibility into repair status. Teams also duplicated work across Salesforce and ERP, while legacy integrations limited scalability and made it difficult to manage operations consistently across the business.

Solution

ForeFront implemented Salesforce CPQ to centralize contract lifecycle management and improve visibility into renewals and billing. Service workflows were redesigned across Salesforce to enable faster intake, self-service, and better tracking. ForeFront also migrated 22 integrations to Microsoft Dynamics 365 Business Central, eliminating duplicate work and enabling real-time data flow across contracts, service, and financial systems.



Agentforce
Service Cloud
Service Cloud Voice
B2B Commerce



Implementation
LANSA ERP Integration

- 98%** Reduction in unbilled contracts backlog (\$5M → <\$100K)
- 5M+** Annual revenue recaptured
- 85%** Decrease in order processing time (10-15 mins → 2 mins)
- 95%** Faster RMA turnaround (3-5 days to minutes or hours)
- 1,900 Hours** Estimated engineering time saved annually

“We’ve partnered with ForeFront for a very long time, and this has been a holistic project. We revamped our end-to-end processes, and it’s had a huge impact on operating cash flow and employee and customer morale.”



- Pratima Rana, Director of Business Systems & Programs

Outcome

Doble reduced unbilled contract backlog from \$5M to under \$100K and recovered \$5M+ in annual revenue through improved contract visibility and lifecycle management. Order processing time now takes approximately 2 minutes, and RMA turnaround improved from days to minutes or hours. By eliminating duplicate work and manual documentation, Doble saved ~1,900 hours annually. ForeFront connected complex systems while redesigning core processes, enabling a unified, real-time operating model across contracts, service, and



ForeFront

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