



Introduction

Varonis is a global leader in security and monitoring software.

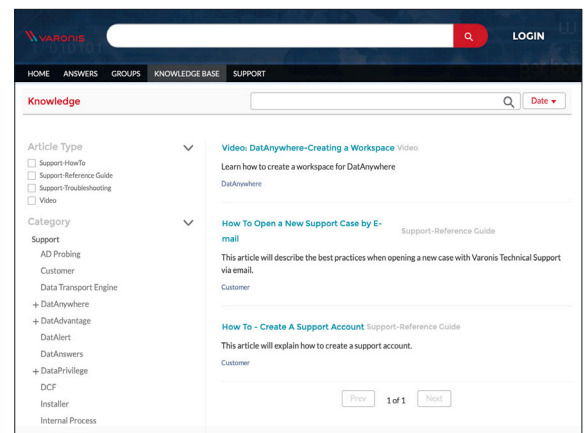
Challenge

Varonis used Jive software as a customer portal and was looking to move customers to the Salesforce platform and also to start two new communities for employees and partners in order to have a more integrated CRM experience.

The employee community needed to provide secured and reliable document and content management features for Varonis's international workforce, which has more than 1000 people.

A new partner community was introduced to manage partners and collaborate on sales more effectively.

Our collection of more than 50 ready-made components and expertise in Community Cloud migrations made AdvancedCommunities.com an ideal candidate for Varonis and its challenging tasks.



Solution

AdvancedCommunities.com helped Varonis to migrate legacy data from the existing Jive platform and to create and configure three communities: one each for employees, partners and customers. Having created the employee community, workforce throughout all Varonis's overseas units received a custom access model, that gives them the possibility to allocate any content to workers in different countries and subsidiaries.

For building a sophisticated partner community, AdvancedCommunities.com provided Varonis with a wealth of experience in building out, configuring and developing feature-rich and engaging community for its stakeholders.

The Customer community allowed AdvancedCommunities.com to provide much improved user experience for clients seeking support or access to Varonis Knowledge base.

Varonis used AC Components such as Galleries, Events, Lightning Knowledge, Blogs, and Surveys to extend standard Community functionality.

Benefit

Managing Customers, Employees and Partners on a single Salesforce platform provides numerous benefits and allows Varonis to cut business costs by operating only one platform.

Result

As a consequence of the transformation, Varonis achieved three main objectives:

- 1) An employees management system with content and documents distribution.
- 2) A partners management system which allows Varonis to collaborate on deals with partners.
- 3) Customer community with self-service portal, knowledge, cases management and enhanced user experience.

