



A supply and distribution solution company leveraged our On-Demand services to improve the performance of their system

Based in Glenview, Illinois, USA, North American Corporation offers supply and distribution solutions across three key business areas, namely facility, packaging, and marketing.

Challenges faced by the client

The client uses Salesforce to store their customer data. With the wide variety of services they provide, they have a large customer base and therefore deal with huge datasets everyday. These data were fetched from an external application AS/400 and pushed into Salesforce using a Data Loader called CLI (Command Language Interpreter). Over time, as data piled up every day, the Salesforce performance suffered. It took massive time to process the batch upload. Also, as the data load exceeded the available bandwidth, the batch jobs were failing in Salesforce. The client was in dire need to resolve this issue in a hurry.

Technology/Environment

Salesforce and data loader CLI

Our Solution

Our Salesforce solution team assessed the situation. Excess data in Salesforce was causing job failures and performance issues. Therefore our team implemented an automation solution to remove older data and restrict data upload limit into Salesforce by customizing the CLI to delete data.

- Created a validation rule in Salesforce to allow only the orders, which are dated less than two years to get uploaded into Salesforce. This configuration change was rendered dynamic to facilitate the user to modify the period if required in future
- Analyzed their existing Data Loader CLI and incorporated a new logic to reduce the load and delete old data. Modified the query in Data Loader CLI and used a formula field which identified the date of the orders
- Placed a restriction on Salesforce and data Loader CLI query to limit the number of records being uploaded and deleted. This whole process reduced the query and deletion processing time in Salesforce

Benefits

- **Reduced batch processing time by 50%**
- **No recurring failures**
- **Overall application performance improved by 40%**
- **Storage space maintained at optimum level by prescheduled data deletion process**