

SUCCESS STORY

LumenVox - Salesforce CPQ Implementation with Integrations



CHALLENGE

LumenVox's transformation journey began with a comprehensive health check of their Salesforce environment, revealing several critical gaps in their sales and revenue processes. At the time, the company relied heavily on Excel spreadsheets to generate quotes and manage pricing calculations for their unique usage- and platform-based pricing model. This manual approach posed numerous challenges—ensuring quote accuracy, managing version control, training sales teams, and updating pricing models—all of which consumed valuable time and introduced inefficiencies. As the business expanded, it became increasingly clear that operating quotes outside of Salesforce hindered their ability to forecast, report, and scale effectively. To address this, LumenVox implemented Salesforce CPQ and integrated it with Contract Lifecycle Management (CLM), streamlining everything from quoting to contract execution. This move automated their contract renewal and amendment processes, allowing for greater flexibility and efficiency in order fulfillment. Additionally, the integration provided accurate, real-time visibility into customer entitlements, usage, fulfillment, and subscriptions—giving LumenVox the tools they needed to scale a growing subscription business with confidence.

LumenVox is a company that specializes in speech and authentication technology solutions. They provide speech recognition, text-to-speech, and voice biometrics software designed to enhance customer experience and security in various applications. LumenVox's technology enables organizations to implement voice-enabled self-service systems, improve call center operations, and strengthen authentication processes through voice biometrics. Their solutions are used across industries such as finance, healthcare, telecommunications, and government, supporting businesses in achieving higher efficiency, security, and customer satisfaction by leveraging advanced speech technology.

San Diego, CA
100 - 200 Employees
Technology

SOLUTIONS

To address their growing operational challenges, LumenVox turned to Salesforce CPQ—a solution known for its powerful pricing configuration capabilities and customizable quote templates. With this implementation, the company was able to generate accurate, up-to-date quotes that aligned perfectly with their complex, usage- and platform-based pricing model. The system was tailored with dynamic lookup tables and smart automation features that allowed Sales Representatives to input key criteria, automatically triggering precise pricing calculations. This not only replicated the flexibility they previously had in Excel but also laid the groundwork for scalability as the business expanded. By seamlessly integrating Salesforce CPQ with their Contract Lifecycle Management (CLM) system and streamlining document signing workflows, LumenVox established a robust, future-ready quoting and contracting process that supported growth without compromising efficiency or accuracy.

RESULTS

The implementation of Salesforce CPQ marked a turning point for Lumenvox, enabling them to overcome long-standing operational hurdles and embrace a more efficient, scalable way of working. By replacing manual processes and Excel-based quoting with automated, system-driven workflows, they significantly streamlined quote creation, improved version control, and enhanced overall contract management. The automation of contract renewals and seamless handling of amendments further reduced administrative overhead, while integrated data tracking provided real-time visibility into customer usage and entitlements—supporting smarter, more informed decision-making. With flexible pricing configurations tailored to their unique model and seamless integration with CLM and document signing tools, Lumenvox positioned itself for sustainable growth. Ultimately, CPQ transformed their sales operations, delivering greater efficiency, accuracy, and scalability across their subscription-based business.

AT A GLANCE

Benefits

- Reduced manual work and eliminated Excel-based quoting, enabling faster, more accurate quote creation and improved version control.
- Streamlined contract renewals and amendments, while enabling precise tracking of customer data, usage, and entitlements.
- Flexible pricing configurations and seamless integration with CLM and document signing tools supported business growth and end-to-end process automation.

Challenges

- Reliance on manual processes and Excel spreadsheets led to time-consuming, error-prone quote creation and pricing calculations.
- Difficulty maintaining version control, updating pricing models, and training sales teams slowed sales operations and forecasting.
- Lack of real-time visibility into customer entitlements, usage, and contract status hindered accurate reporting and efficient contract management.

SERVICE PROVIDED

- Health check – Salesforce and Business Processes
- Salesforce CPQ Implementation
- Integration
- Data Migration for CPQ

ABOUT STREAMFORCE SOLUTIONS

At StreamForce Solutions, we empower organizations to achieve growth through innovative technology solutions and expert guidance. Our team of digital transformation specialists has extensive experience across various sectors, including SaaS, High-tech, Private Equity, Education, Healthcare, Manufacturing, Finance, HR & Payroll, Retail, and Automotive.

We deliver tailored solutions to meet unique client challenges, focusing on value creation, business process standardization, systems optimization, and robust Go-to-Market tech stacks. Our services span engineering, cloud transformation, and product development, leveraging the latest technologies and frameworks, including Generative AI. We enable hyper-automation and provide strategic AI proof of concepts and labs to showcase value. With a global delivery model and over 120 certifications, we ensure top-quality service and support.

