

Managed Services

ISTARI 

case study



Industry: High Tec

Products Used: Sales Cloud

Company Overview

Istari is a global cybersecurity firm dedicated to helping organisations build cyber resilience. With a presence across multiple regions, Istari leverages deep industry expertise and cutting-edge technology to protect businesses from evolving cyber threats.

Challenges

The company encountered multiple challenges:

- **Maximising Internal Salesforce® Expertise:** While Istari has in-house Salesforce® trained staff, they needed additional strategic guidance and hands-on support to optimise their platform.
- **Resource Constraints:** Managing Salesforce® enhancements and issue resolution internally took time away from critical business functions.

Solution

Mint® collaborated with Istari to enhance their Salesforce® support:

- **Proactive System Management:** Mint® provided expert oversight and hands-on management of critical Salesforce® functions.
- **Advanced Troubleshooting and Rapid Response:** Mint® worked alongside Istari's team to diagnose and resolve issues in real time, preventing disruptions.
- **Process Optimisation and Enhancements:** Mint® refined existing workflows, automated key processes and implemented strategic system improvements.
- **Ongoing Support and Best-Practice Guidance:** Continuous collaboration ensured Istari's team could focus on high-value initiatives while leveraging Mint®'s expertise for complex challenges.

Results

- **Enhanced Team Efficiency:** Istari's internal Salesforce® team could focus on strategic initiatives while Mint® handled complex troubleshooting and optimisations.
- **Faster Issue Resolution:** With Mint®'s rapid-response support, real-time problems were resolved quickly, minimising downtime.
- **Scalable Growth:** Salesforce® evolved alongside Istari's expanding business needs without adding strain to their internal resources.



"They work seamlessly with our in-house team, tackling real-time challenges head-on and providing the additional expertise we need to scale confidently."

Richard Handley, VP Operations

Conclusion

By partnering with Mint®, Istari strengthened its internal Salesforce® capabilities while ensuring a resilient, high-performing system. Mint®'s expert support, strategic insights and rapid issue resolution allowed Istari's team to focus on innovation and business growth while maintaining seamless Salesforce® operations.

Looking for expert Salesforce® support for your business?

Contact Mint® today:
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To learn more about how Mint® can help transform your Salesforce® experience, scan the QR code to visit our website.

