

Case Study

How Salesforce and Atos is enabling Vivint's brand-new insurance line

Atos

At a glance

Atos enabled Vivint to launch an insurance sales line using Salesforce Industries, integrating EZLynx for quoting, and employing OmniScripts and FlexCards for user guidance and case management.

Overview

Vivint is a leading smart home security and automation company that empowers customers to manage their homes remotely with confidence.

Why Atos

Atos' unique Salesforce expertise includes a global team of 1,200 members, who are balancing industry-leading innovation, AI, and technical excellence to deliver smart and sustainable solutions for a future-fit world.

Find out how Atos is leveraging Salesforce for faster results and a transformative experience for your end-users:

[Atos and Salesforce - Atos](#)



Challenge

Vivint needed to quickly launch a new business line to sell third-party homeowners' insurance and auto insurance. However, this would require a complex integration with EZLynx, a real-time comparative quoting tool. To support this initiative, a sales process needed to be defined and implemented for multiple personas, including home security system installers, and both internal and external agents.

Solution

Atos recommended and successfully implemented the Salesforce Industries platform, fully leveraging both Sales Cloud and Service Cloud to complete the following:

- Development of a robust interface between SFI and EZLynx to connect the insurance quoting applications of various carriers seamlessly
- Leveraging OmniScripts to guide users through targeted questions and collect essential data from prospects to finalize sales transactions
- Deployment of FlexCards to create highly optimized and user-friendly interactions within Salesforce
- Creation of a case management process to move the sale to the onboarding phase once a policy has been sold

Results

Vivint's unified platform offers outstanding scalability and flexibility, seamlessly supporting growth. The quoting application interface allows an organized display of multiple quotes from multiple carriers to the agents. Additionally, the automation of case generation and the case assignment manager ensure each case is efficiently matched with the most available and suitable service agent.

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atos.net

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Let's start discussion together



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