

A rewarding relationship with Salesforce and Titan

Experience Digital Innovation with Novus

Founded in 1996, Novus Entertainment is a privately owned and operated Vancouver company that offers internet, television, and digital phone service to high-rise buildings in Metro Vancouver via a Fibre-to-the-Building (FTTB) network. Novus's customer base is 28,000 in 700 buildings, adding another 100 annually to their network.

**Industry**

Telecommunications
Internet Service Provider

Customer since

2019

Products

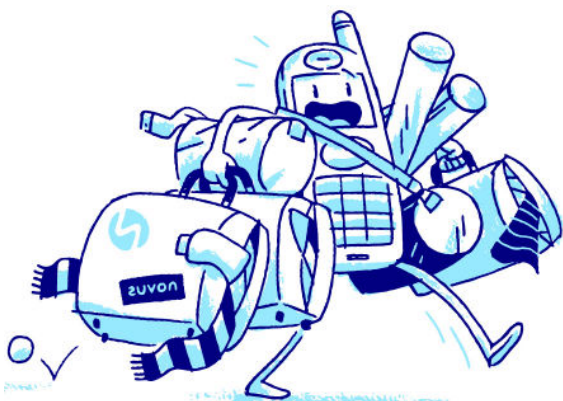
Forms and Docs

Features

Pre-filled forms

The Challenge: Clean, Accurate Data

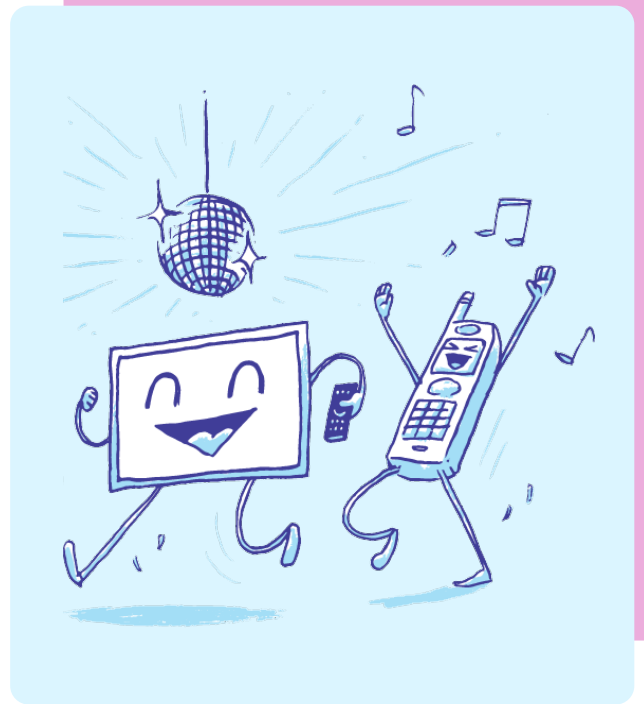
Unstructured data, managing the quality of data, and difficult access to data were some of the challenges that Novus faced. Reporting on project progress and identifying weaknesses in the business was proving to become a tedious manual task for the sales team. They needed to find a platform that integrated with Salesforce to extend the overall Salesforce experience for their teams.



Converting Challenges to Solutions

Build dynamic forms that integrate and generate documents directly from and to Salesforce, allowing employees to update data in real-time.

With the introduction of Titan, there were no more spreadsheets and manual entries into Salesforce. Novus used Titan forms to collect customers' information safely and securely to help their sales teams automate workflows, such as generating documents using Salesforce data.



Winning Results with Titan



No-Code Just Clicks

Zero code ensures little time is spent on maintenance and upgrading



Enhanced Productivity and Collaboration

Employees can seamlessly access data on one centralized platform whilst reducing resources, costs, and time increasing productivity and collaboration.



No more Data Duplication

Employees can also now create a new record, update an existing record or delete a record without duplication in Salesforce.



Easy to Manage Data Connectors

Seamless integration with Salesforce saved \$50k just under six months after signing up with Titan.



Smart Digital Workflows

Automated workflows improved data collection, tracking, and reporting for the Novus teams.