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Risk-Free Shopping Guaranteed

Riskified is an eCommerce risk management platform, which allows online retailers to create trusted relationships with their customers. Ultimately, Riskified helps to eliminate risk and fraud to boost business revenue. The company's mission is to empower businesses to realize the full potential of eCommerce by making it safe, accessible, and frictionless.

riskified

Industry	Customer since	Products	Features
eCommerce	2020	CLM, Forms, Docs, E-Sign	Powerful Integrations, Secure Electronic Signatures, Document Automation

Riskified had two major business challenges, which Titan helped them solve.

Riskified's Quotation Challenge

Ron Davidson CRM Manager at Riskified discusses how they have immensely benefitted from the collaboration with Titan and Salesforce.

Riskified needed to create a quotation, which had multiple levels of complex data sets coming from Salesforce. There were many parameters, complex calculations, and formulas required.

For each quotation, the requirement was to show up to seven levels of detailed data sets, which could be integrated into one document.

The steep nature of the challenge meant that no company was initially able to provide Riskified with an accurate solution.

This all changed when Riskified came into contact with Titan. Within a very short timeline, Titan was able to provide the silver bullet and deliver an automated process.

Titan's Silver Bullet Solution for Quotations

With the Titan solution, Riskified has been able to successfully create quotes on PDF documents, with each document containing data from multiple levels of the quote object. Furthermore, the documents display different quote line items, product details, prices, and more.

It is simple to click on the relevant record within Salesforce and the document is generated and populated with the correct data. This allows Riskified to seamlessly manage all their form-building and document generation needs.

"The timing was a key factor and using the Titan platform saved us a huge amount of time. It's an incredibly powerful tool with endless possibilities."

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Ron Davidson CRM Manager at Riskified

Data Regulation Challenge

The second challenge they had was connected to the subject of data regulation. According to Riskified's company standards and compliance with legislation, they wanted to be available for data inquiries from end users.
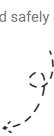
As an eCommerce Risk Management company, Riskified could not risk being non-compliant with regulations. Riskified required a solution with zero coding that could easily integrate data with Salesforce.

See more success stories at **https://titandxp.com/customer/**
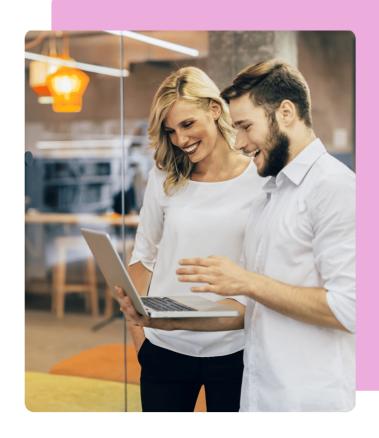
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Meeting the Highest Regulation Standards

To deliver the highest standard of legal requirements with real-time bi-directional data integration into Salesforce, Riskified engaged Titan to build an automated process that eliminates manual data entry, and delivers more accessible customer service. Using Titan, Riskified has been able to provide its customers with a platform that provides exceptional customer service. At the same time, ensuring that consumer data was collected safely and securely.

The Results

Reduce Time to Market
The time invested in getting Titan on board has not taken long to pay off, since the project could be executed in under three weeks. This is thanks to Titan's agile and intuitive platform.

Automate Business Processes
The entire quotation process was completely automated. This was with the help of Titan's efficient suite of products.

Eliminate Manual Errors
Riskified's quotation process is now unified, organized, and managed in one central location. Errors and mistakes caused by manual calculations of complex formulas have been eliminated.

Comply with New Regulations
With Titan's solution, Riskified can now meet the highest standards to comply with new regulations. This also facilitates transparency with clients.

Secure Data with HIPAA & GDPR Adherence
Adherence to security and compliance requirements including HIPAA & GDPR. With Titan, all data is accurate and securely archived for use.

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