



Case Study on Salesforce and PostgreSQL Integration using MuleSoft



Case Study

Salesforce and PostgreSQL Integration using MuleSoft

The Client -

is a Sydney-based leading provider of telecom services, supporting the growing demand for data and in-voice. They are developing world-class infrastructure to introduce newer and smarter technologies.

Business Problem

- Inactive case records presented a myriad of challenges related to storage space and cost
- Need for retaining call records in another repository, until they reach the end of their life -cycle
- Archived inactive case records were vulnerable to data security breaches
- Time consuming activity behind locating old cases due to disorganized storage
- Storing large volumes of inactive data was affecting system performance

Solution Component

- Enterprise Service Bus to distribute work amongst the connected components of Salesforce and PostgreSQL
- MuleSoft Connector provides connection between the Mule flow and PostgreSQL
- APIs in MuleSoft are reusable components and can be easily consumed across different systems

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Business Solution

- Use of MuleSoft to integrate Salesforce with PostgreSQL to manage huge volumes of data of inactive cases and leverage the ability to deliver business value
- Transfer of inactive case records to PostgreSQL ensure data security and prevention from data loss
- Deployment of MuleSoft Schedulers to scan for inactive cases at periodic intervals
- Effective reuse of inactive data by facile data extraction
- Data management optimized the performance of the system

Technical Requirements

Salesforce Service Cloud

MuleSoft Anypoint Platform

PostgreSQL

Project Duration - 1 Month

Location - Sydney, Australia

Team Engagement Strength
- 2

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Integration Overview



Benefits

Increased operational and business efficiency by 35%

Reduction in storage costs by 45%

Reduced instances of data loss and ability to efficiently utilize old & inactive data

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