



FANUC Europe Corporation Improves Efficiency and Productivity with CalendarAnything

The Client

FANUC Corporation is one of the leading global manufacturers of factory automation equipment, with 50 years of experience in the development of computer numerical control systems, robots, and machine tools and more than 9000 employees worldwide. FANUC Europe Corporation is headquartered in Echternach, Luxembourg, and provides a full range of services to its over 20 European subsidiaries, including European Sales and Technical Service, Product Support, Supply Chain, Parts and Repairs, Marketing, Human Resources, IT, and Administrative Support. Founded in 2012, FANUC Europe Corporation employs more than 300 staff members in Echternach and a further 1800 across Europe.

Upgrading calendar experience

FANUC Europe consolidated its tools and processes for different technical engineer groups into one unified system on Salesforce at the end of 2022, but users expressed the wish for improvements on Salesforce's native calendar use and Outlook sync functionality. Following a user satisfaction survey, the need for CalendarAnything emerged.

In early 2023, FANUC Europe sought a solution to enhance collaboration, visibility, and coordination among managers, team leads, and members. They needed a better overview of team-related calendar events to easily find solutions when scheduling was needed. They were also looking for better visualization and more flexibility to customize calendar views.

Turning to the #1 Salesforce calendar on the AppExchange

FANUC found CalendarAnything on the AppExchange, where it is the #1 rated Salesforce calendar app. They promptly purchased licenses, and the first subsidiary went live in February 2023.

"After purchasing the requested number of licenses, the go-live of the project was extremely fast thanks to the easy and quick implementation and support," said Ferenc Janesch, Senior Salesforce Solution Analyst at FANUC.

Calendar Anything allows FANUC's users to work with their Salesforce-integrated calendars directly from their mobile phones by using the Salesforce app, even when they are offline. It provides customizable visualizations, flexible views, real-time sync, and direct data manipulations from the calendar interface.

"CalendarAnything improves efficiency and productivity, which also enhances user experience," said Janesch. "Teams can collaborate seamlessly, reducing misunderstandings and improving coordination."

Exceptional support and commitment to success

FANUC uses CalendarAnything to track its number of active users, the frequency of interactions with the tool, feature adoption (such as usage of specific features like event creation), number of shared calendars among team members, and customer meetings and their outcomes.

Currently, 152 active users across seven subsidiaries benefit from CalendarAnything on a daily basis. They have created over 74,000 events from Outlook, Salesforce, and CalendarAnything, and 1,500 were linked to Cases with CalendarAnything.

“We are completely satisfied with the current setup and features,” said Janesch. “We participate in the monthly office hours and read the newsletter on a regular basis. This way, we can stay up to date with the latest improvements and features.”

“We’ve had an excellent experience with CalendarAnything,” said Janesch. “Throughout the implementation, we received support from a group of professional and friendly individuals, and CalendarAnything periodically checks in with us to discuss our progress and plans. We can confidently say we’re part of the Calendar Anything family.”



About Mphasis

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