



Customer Story

Metso's Successful Implementation of Tacton CPQ

Company Overview

Metso is a global leader in sustainable technology solutions for the mining, aggregates, recycling, and process industries. With over 17,000 employees across 50 countries, Metso operates with a mission to innovate and improve efficiency throughout the entire value chain of mineral processing.

The Transformation

To meet the demands of a competitive market, Metso transitioned from manual, Excel-based configurators to a centralized and automated solution. This transformation streamlined the sales process, improved pricing consistency, and enabled the company to deliver accurate quotes more rapidly, supporting growth and better customer service.

The Solution

To modernize its sales and product configuration process, Metso Minerals Separation implemented Tacton CPQ (Configure, Price, Quote), integrated with Metso's Salesforce CRM. This cloud-based solution automated and streamlined the process of configuring complex products, generating accurate quotes, and managing product data.

Key steps in the implementation included:



Leadership Engagement

Metso secured strong support from senior management to drive the project forward.



Organizational Change Management

Replacing manual tools with Tacton CPQ, centralized configuration and pricing, eliminating inefficiencies.



Data Quality Improvement

High-quality, up-to-date product data became a focus, ensuring smooth implementation and improved accuracy in pricing and configurations.

The Results

The implementation of Tacton CPQ delivered several benefits:



Increased Quotation Volume

Quotation generation increased by 20%, enabling the sales team to respond to more opportunities.



Resource Efficiency Gains

Proposal management resources were reduced by 40%, and product managers could focus more on innovation rather than handling individual sales cases.



Faster Time to Quote

Sales teams reported faster product scoping and pricing, improving customer satisfaction and sales outcomes.



Improved Accuracy

More accurate pricing and quotes strengthened customer trust and Metso's brand.

Key Learnings

Involvement of External Consultants

Collaborating with specialists, such as CPQ Finland, was essential to mitigate internal dynamics and brought fresh perspectives.

Engage Stakeholders Early

Involving all relevant teams, from sales to engineering, ensured alignment and smooth rollouts.

Iterative Development

Adopting an iterative approach to development allowed Metso Minerals Separation to continuously improve its CPQ setup while remaining flexible.

Conclusion

Metso Minerals Separation's adoption of Tacton CPQ transformed its sales process, boosting efficiency, accuracy, and scalability. This successful implementation positioned Metso for continued growth in an evolving market, with a focus on sustainability and innovation.

Discover how Tacton CPQ can transform your business.

[Schedule a demo today.](#)



Tacton is a leading SaaS company trusted by global manufacturers. Tacton Trusted Configuration simplifies sales for manufacturers of complex products. Tacton's founders pioneered computer-based product configuration which today powers Tacton CPQ and CAD Design Automation. It is co-headquartered in Chicago and Stockholm, with regional offices in Karlsruhe, Warsaw and Tokyo.