

# Intercom uses Gearset for **reliable Salesforce DevOps**



Intercom, the world's first conversational relationship platform, helps businesses build better customer relationships.

**Size** 630+ people

**Location** San Francisco

**Industry** Technology

**Customer since** 2020

## Inadequate tooling led to inconsistent processes

Right from the get-go, the Business Systems team at Intercom chose an agile release process for their Salesforce deployment pipeline. But they had a problem, as software engineer Dan Pietersen describes:

"Before Gearset it was very haphazard. We used a competitor tool that would break in unexpected ways or just not pick up on our changes, so people would sometimes jump over to change sets. The biggest pain point was definitely reliability. When the tool broke, deployments took several days."

This unreliability was blocking progress, just as Dan's team were planning to deliver two important projects: CPQ and Interconnected, Intercom's community forum hosted on Salesforce communities.

Looking for an alternative Salesforce DevOps tool led the team to evaluate Gearset. They wanted a reliable, user-friendly tool that would integrate with GitHub - Gearset ticked all the boxes.

## Freed up to focus on projects not process

It didn't take long for the team to set up their entire source-driven workflow with Gearset and GitHub.

"We've heard of competitors where the ramp up is 6 months. With Gearset, it only took a week or two to set everything up, and about a month to get really comfortable with it."

Using Gearset for continuous integration, the team now ships at least 3-4 times a day. And with Gearset's testing and monitoring tools, there's more confidence in the process.

"It has allowed us to focus on big projects. We're able to monitor them. We can reliably ensure that they stay up. We're not going to ship something that breaks them. CPQ is going out on schedule. We have a better sense of control and reliability."



**6,626**  
Comparisons



**4,368**  
Deployments



**4,751**  
CI job runs



*"Gearset really is a **no-brainer!**"*

**Dan Pietersen**

Senior software engineer