

## Salesforce Implementation Services

Getting the most out of Salesforce starts with the right implementation partner. With Quantica Technologies, you get a team of experienced consultants and developers to support and guide you to the results you are looking for. We help organizations transform their approach to sales, marketing and customer service by aligning these teams to focus on improving their customer's experience, and providing management with metrics through technology to evaluate success.

### We provide a wide range of Salesforce Consulting Services

#### Salesforce Consulting



With a team of experienced and certified consultants, we make Salesforce Implementation simple and cost-effective for our customers. We can also help you migrate and redesign your legacy systems on the Salesforce platform.

#### Sales and Service



Design, customize and deploy Salesforce Sales and Service Cloud solutions to meet and support your business needs. We will implement business process automation, custom workflows, security access setup and approval processes across. Build integrated custom reports, analytics and business insights that can lead to better decision making.

#### Einstein Analytics, Discovery and Reporting



Get real-time analytics and insights of the data that matters to your operation. We help our clients to make data-driven decisions even faster with custom reporting, Einstein interactive dashboards and Einstein Discovery insights built on the powerful Salesforce Reporting and Einstein platforms.

#### Communities



Connect your solutions at scale with stakeholders, clients, vendors, and partners with custom-branded Salesforce communities designed to simplify collaboration, foster engagement and deliver exceptional client experiences, from any mobile device. Expose Einstein Analytics and Maps to community users for deeper engagement.

## Marketing Cloud



Build comprehensive digital Salesforce marketing automation, targeted journeys and campaigns for your constituents or clients, and real time analytics services to elevate marketing effectiveness, generate high quality leads and accelerate return on investment.

## Lightning Platform Apps



Implement Lightning-ready, tailor fitted Salesforce apps for government agencies, enterprises and smaller organizations who want to extend the capabilities of the Salesforce Platform. Custom apps that offer new experiences for your workforce, partners, and customers and transform the way you engage with your audience.

## Integration



A successful integration strategy is critical in a highly distributed environment where Salesforce needs to connect with legacy and on-premise systems, cloud, and other SaaS applications. Quantica Technologies integration experts will work with you to automate your business processes and enable secure sharing of data across these applications.

## Support and Maintenance



We provide ongoing services and support, both onshore and offshore, to optimize your investment in Salesforce and maximize business results following the initial implementation. This includes:

- Administration and maintenance
- Support and training
- Ongoing customization

## Our Methodology

### Discovery Process

We start with a discovery and learning-focused approach to understand your current business needs and processes, then help you translate them into business processes software functionality, and an implementation strategy for a fully integrated solution to get the most out of your Salesforce investment.

We guide your key stakeholders through in depth discovery meetings to analyze current operational processes and challenges, we help you to determine what you are looking to accomplish with a Salesforce solution, so we can develop requirements that will specifically address those needs. This includes collaborative onsite or remote sessions to identify key points in your current solution, technology, business process, and existing gaps.

### Business Process Review

We help our customers and partners leverage Salesforce to automate outdated or repetitive processes, to better access data, and to drive business process improvement. We analyze your current environment and processes to identify critical issues and recommend solutions for enhancing business performance and customer engagement. Reviews are delivered either virtually or on-site with your team and include:

- Business process summary and scope review
- Current processes and system findings
- Recommendations and solution roadmap including process simplification and automation
- Review of internal, legacy, or other third-party applications that need to be integrated with the Salesforce platform
- Deployment plan and cost-benefit analysis

## Implementation

We implement enterprise level Salesforce solutions that can dynamically adapt to your evolving needs and business processes.

- System architecture: Definition and implementation of the architecture that aligns with your business needs. This includes both user processes and automatic processes within Salesforce, as other applications that will need to be integrated with the Salesforce platform.
- Configuration and workflow: Configuration of standard and custom Salesforce objects to best support the user process and capture data specific to your needs, facilitate workflows, and enable more detailed reporting.
- Analytics and reporting: Configuration of reports, dashboards, data models and Discovery Insights using Salesforce records and data from non-Salesforce applications.

## Salesforce Technologies

As an implementation partner of Salesforce, we're committed to enhancing your organization's Salesforce.com CRM effectiveness by offering certified consultants on a full array of implementation solutions including:

- Sales Cloud
- Service Cloud
- Einstein Analytics
- Einstein Discovery
- Marketing Cloud
- Salesforce Communities (Customer and Partner)
- Data Migration and Integration
- Lightning and Force.com
- Custom Web and Mobile Application Development

## About Quantica Technologies

Quantica Technologies is a Salesforce partner that provides innovative enterprise-level software solutions and consulting services to government organizations, multilateral agencies, and foundations. We provide strategic advice and expertise to our clients in the planning, implementation, integration, and adoption of scalable, enterprise-wide software as a service (SAAS) and custom solutions. Quantica is known for providing high performing and innovative cloud-based solutions that enhance and extend the capabilities and integration scope of Salesforce into other enterprise platforms.

## Our Salesforce Platform Clients



## Contact Us

To learn how we can accelerate your Salesforce implementation success contact us at:

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