Salesforce Services

Enterprise Infotech
One stop Salesforce Services that
elevates your business transformation

www.enterprise-infotech.com

Accelerated Customer Journey

Accelerating the customer journey through effective use of solutions based on Salesforce, Integration tools and best practices for program management & benefit realization. Salesforce ecosystem presents wide range of solutions for businesses across industry verticals.

Salesforce Expertise

CRM, Integration & Business Solutions

salesforce sales cloud

Manage leads more effectively. Monitor pipeline more accurately. Automate administrative tasks, assignments and close more deals faster with automations. Convert qualified leads to opportunities and track them to closure.

salesforce service cloud
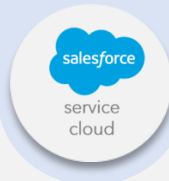
Unify all your channels with a seamless customer experience in a best in class all-digital engagement platform. From contact center to the field, deliver industry-leading customer service management.

salesforce financial services cloud
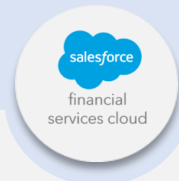
Retail and commercial bankers can access rich customer profiles across all products and business lines. With smart insights, employees can identify new opportunities to engage prospects, convert more leads, and create customers for life.

Send customers the right message at the right moment using intelligent marketing automation. Optimize impact, budgets, and processes through unified marketing and business analytics.
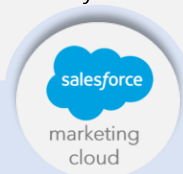
Increase productivity, on and offline, using a flexible field service solution. Equip your team with AI-powered scheduling, resource optimization, guided safety protocols, van inventory, knowledge articles, and more – all on the Customer 360 Platform.

Connect data from any system faster. Empower IT and business users to create connected experiences, products, and services with the #1 integration and API platform

salesforce marketing cloud

salesforce field service cloud

MuleSoft

Our team brings in rich experience in Consulting, Architecture & Design, Solution Implementation, Project Management & Delivery and Quality Assurance across different industry verticals. Leveraging our Salesforce and Integration experience we aspire to accelerate the Digital Journey for our customers. On the way we engage talented people, use innovative products and practice proven processes.

Advisory, Implementation & Support

Understand customer need and conduct current health check to lay out the best suited strategy for the business. Consolidate stakeholder perspectives to implement the solution as per business needs and anticipated business benefits. Integrate the solution with existing systems & data sources. Customer support and Improvements based on insightful analysis of user feedback and issues.

ADVISORY SERVICES

Application Rationalization
Business Process Optimization
Enterprise Org Architecture
Lightning Migration Assessment
Roadmap, Org Consolidation
Usability Tune-Up, DevOps/Release
Management Set-up

SALESFORCE IMPLEMENTATION

Salesforce Clouds
Sales, Service, Marketing
Experience, Commerce
Health, Financial Services Clouds
App Cloud (custom applications)
Field Service Lightning
Design Studio, Omni-Channel Interaction

ACCELERATORS

Automotive Dealer Sales
& Service Management
and Loyalty & Rewards,

Modern trade Retail
Solution for CPG & CGR

SALESFORCE TRAINING

Salesforce
Administrator Training,
Salesforce Platform
App Builder Training,
Salesforce Platform
Developer I Training

MANAGEMENT AND SUPPORT SERVICE

Global Support, L1-3
Project Management
Support
DevOps Run
Contract Staffing
Flex Staffing

Sales, Service & Marketing Cloud

Platform Apps (SMS Magic, S Docs)

Custom App Development

Lightning

Industry Focused Accelerators

Salesforce Platform

ALIGN
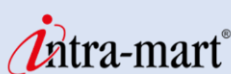All of your data on a Single platform Customer Engagement

Salesforce Services

Our Key Customers

Enterprise Infotech is committed to listen to and understand your needs. We'd love to work with you and build a long lasting mutually beneficial relationship. Please reach out at consult@enterprise-infotech.com for any further queries.

Our Key Customers

Salesforce case study

COMPANY OVERVIEW :
WORLD'S LEADING HEALTH & SECURITY SERVICES COMPANY

We are in the business of saving and protecting lives, when involved in health or security situations. More than 12,000 multi-cultural health, security and logistics experts stand by to provide support. and assistance from over 1,000 locations in 90 countries.

Company Overview

Location : **US, UK & Singapore**
Employees : **> 12000**
Industry : **Health & Security Services**
Solution(s) : **Sales& Service Cloud, S-Docs & Experience Cloud**
G0-Live Date : **July 2019**

CHALLENGE	SOLUTION	RESULTS
• Inability to improve current solution on Desk.com. • End of life/support for Desk.com. • Process more scalable/uniform across Product & Back-office teams. • Manual hand-off from one department to another. • Ability to monitor and create SLAs for different case types based on criticality. • All Service KPI reporting is manually created based on extracts data from systems. • No Visibility to Account Managers on customer cases or requests. • No insight into product roadmap to identify known issues or planned release dates for fixes. • Manual process for Infrastructure or IT issues to log cases in Service Now and track. • No Collaboration across teams. • Single Channel of Emails.	• Our Solution was focused on streamlining the process and consolidating Service Request types across departments. • Salesforce Service Cloud and Experience Cloud was implemented to improve service , productivity , service more customers and reduce churn. • Seamless Omnichannel across Call, Email and Social with auto assignment was created to ensure prompt action to all requests. • Assignment across departments were automated. • SLAs & KPIs across multiple case types were designed to configurable to provide business with ability to enhance as we grow. • Migration of rules and relevant data from Desk.com to Service cloud. • Improved Knowledge Management. • Visibility to product roadmap with integrations with JIRA and Service now for raising incidents/service requests	• Complete omnichannel customer experience irrespective of channel the customer is interacting. • KPI SLAs reporting has helped in improving KPIs for AHT, FTR, etc. • Complete visibility on product roadmap and issue release dates to better inform customers. • Ability to automatically create incidents in ServiceNow.

Enterprise Infotech Pty Ltd
Technology for business growth

Enterprise Infotech is a budding information technology services firm focusing on the end-to-end life cycle of digital transformation. We help enterprises to thrive in the digital world by bridging the gap between their expectations and actual delivery.

Reach Us at

Rohit S Kumar   – Mobile +61 473 581 951
Chandrashekar H N - Mobile +91 99014 93119
e-mail : consult@enterprise-infotech.com
www.enterprise-infotech.com

Melbourne, Australia
Level 9, 440 Collins Street, Melbourne
VIC 3000, Australia

Bangalore, India
Ground Floor, Beech, E-1 Manyata Embassy Business Park, Outer Ring Road, Nagawara, Bangalore 560045