

# Accelerate the Business Value of your Salesforce.com Investment

Over 60% of customer relationship management (CRM) software is cloud based, ballooning the cloud computing market to cross \$127 billion. Salesforce, as the world's #1 cloud-based, SaaS, CRM platform connects the enterprise, placing customers at the center.

Trigent with strong experience in implementing and integrating Salesforce can be a partner of choice for enterprises that plan to derive maximum value from Salesforce.com investments by shifting the focus from IT to business.

## Trigent's Salesforce Practice

### Proven Experience

- Skilled and certified Apex programmers
- Expertise in complex projects
- 85% customer retention

### Quick on boarding

- Large pool of resources
- Expert implementation to reduce ramp up time
- Work with elasticity, resiliency, heterogeneity and operational efficiency

### Cost Effective

- Over 60% cost in most projects
- Continuous Integration to reduce implementation time
- Faster delivery and reduced operational delays

### Certified Salesforce professionals

- Rapid ramp up capability for medium to large sized projects
- Experience in all phases of Salesforce implementation
- Skilled in unique multi-tenant architecture

## Why Salesforce?

Connect the front office (sales, marketing and customer support teams) with the back office (accountant, production and logistics departments).

- Automate business processes end to end.
- Enable sales reps to access the functionality they need through Salesforce interface.
- Enhance user experience with a single authentication across tools.
- Get a 360-degree customer view.
- Deliver a consistent customer experience.

# Our Service Offerings

- Extend out-of-the-box features of Force.com platform
- Code handling bulk transactions
- Security, memory usage, recurring triggers, custom settings

## Development



- Full lifecycle implementation
- SFDC instance consolidation / optimization
- Sales / Service / Marketing cloud
- Customer portal, Partner portal, etc.

## Implementation



## Consulting – Business process mapping

- CRM / Force.com apps
- Architecture and roadmap
- Cloud readiness assessment
- Cloud strategy definition
- Technology platform evaluation



## Integration

- Salesforce integration with legacy / 3rd party applications
- Unstructured data integration
- APEX Web services
- “Generate from WSDL” platform service
- Middleware for integration
- Extensive integration testing
- Salesforce standard APIs
- Integration with different back-end systems and mobile platforms



## Application modernizations (legacy to SFDC migration)

- Legacy to Salesforce
- Data extraction & data deduplication
- Data lifecycle management & archival for cloud apps
- Interface development for Salesforce.com CRM / apps

# Success Stories

## Chemical & Energy

### Business Challenge

- Manage a complex sample management process
- Provide an audit trail for all samples and approval histories
- Easily share customer information among various departments
- Enhance customer service team's productivity
- Share information with members of company's supply chain
- Effectively and centrally track all customer service activities

### Solution and Benefits

- Created a custom application in days on the Force.com platform to track and manage the sample process
- Deployed Salesforce CRM to 50 sales reps in 3 months and ultimately to 1,000+ users in sales and customer service organizations
- Upgraded to Salesforce CRM Unlimited Edition and added 750+ users
- Extended the solution with Salesforce CRM Customer Service & Support

## Information Technology

### Business Challenge

- Build and publish a native Force.com Salesforce.com AppExchange product on Master Data Management

### Solution and Benefits

- Extract and identify data quality in SFDC
- Easy to use interface built for IT and Business alike
- Native SFDC application without loss of functionality
- Data profiling and dashboard capabilities
- Probabilistic/Fuzzy De-duplication
- Flexible merge option for duplicate resolution