SALESFORCE SIMPLIFIED

Tier1 provides implementations, customizations, data migration, and support for Salesforce Sales and Service Clouds. Whether you're using Salesforce for the first time or you need to optimize an existing implementation, Tier1 can help ensure that this powerful tool is working hard—and smart—for you.

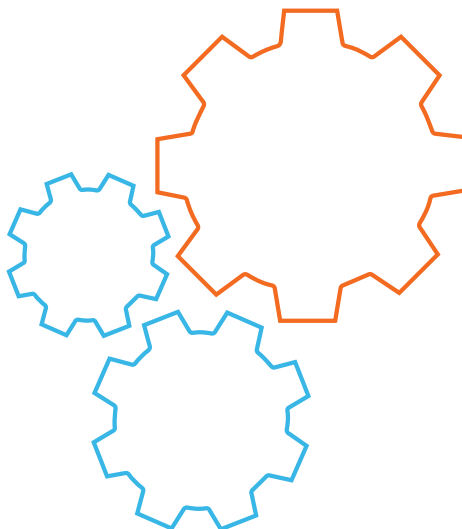## THE RIGHT SOLUTION. THE RIGHT RESOURCES.

Our experts have decades of experience running complex, enterprise-wide projects, integrating multiple technologies, and customizing Salesforce implementations for businesses big and small. Our team brings that knowledge and expertise to develop a solution that helps you reach your goals.

CUSTOMIZATIONS

SalesForce is built to enable customizations and configurations that will enable you to map SalesForce to your business processes, rather than having to change your business processes to fit SalesForce. Tier1 spends time with our customers up front to align your implementation with your business processes and goals. We can configure workflows, integrations, reporting, communities, portals and more.

KEY BENEFITS

- Save money with a solution designed precisely for your business needs.
- Reduce the burden and time commitment required of your team in day-to-day management.
- Experience the benefits of a large firm with the lighter footprint and speed of a small shop.
- Tier1 is your single, dedicated resource for short- and long-term Salesforce decision making and strategy.

WHAT WE IMPLEMENT AND SUPPORT

- Sales Cloud
- SalesforceIQ
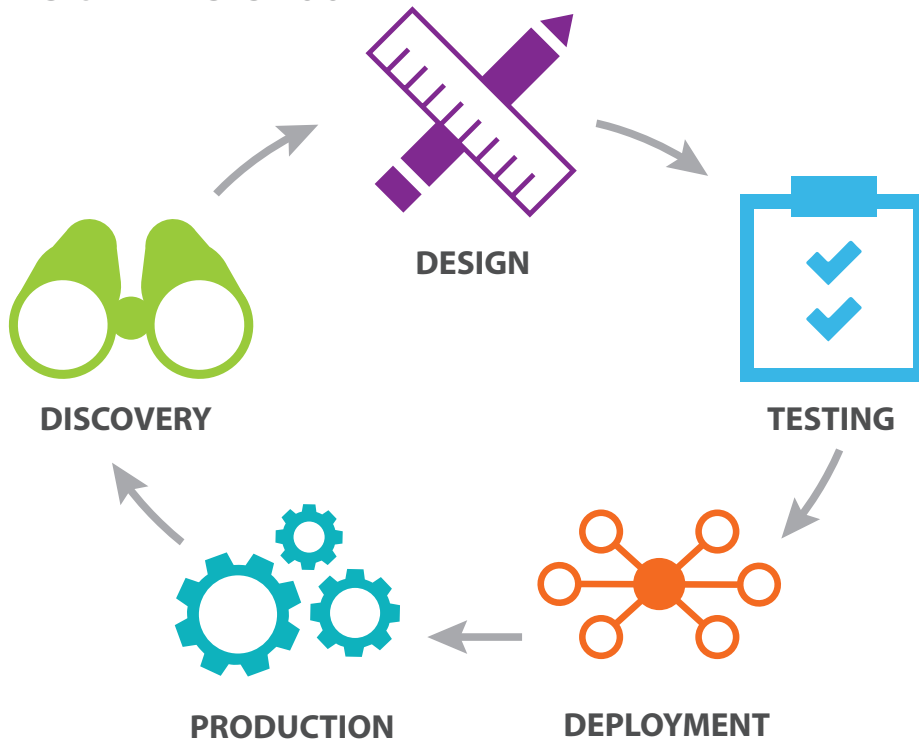- Service Cloud
- Desk.com

WHAT OUR CUSTOMERS ARE ASKING

- How can I better align Salesforce with my business?
- How can I train my staff to keep Salesforce running smoothly day to day?
- Are there ways I can improve my existing Salesforce implementation?
- How can I integrate Salesforce better with the rest of my IT infrastructure?
- How do I clean up incorrect data and configurations in Salesforce?

Contact us today for a free Salesforce Health Check.
Make sure you are getting the most out of your investment.
888.284.0202 | www.tier1inc.com/salesforcehc

OUR PROCESS

DISCOVERY

DESIGN

TESTING

DEPLOYMENT

PRODUCTION

MANAGED SERVICES/SUPPORT

Tier1 has built a world-class support organization to help Salesforce customers improve user satisfaction and their return on investment. We provide dedicated Salesforce experts, multiple levels of backup support, and guaranteed service levels to ensure your environment is performing the way it should. Our experts can help with every aspect of your environment — developers to create reports, interfaces and customizations; and functional analysts to help end-users resolve problems and provide training or advice on how to best use the system.

DISCOVERY
We work hard to find out exactly what you need and help you get the most out of Salesforce and its modules.

DESIGN AND TESTING
Every Salesforce implementation we design undergoes rigorous quality assurance and user acceptance testing.

DEPLOYMENT AND PRODUCTION
Our experts will make sure your solution is up and running efficiently – and that it stays that way.

ABOUT TIER1

Established in 2003 and headquartered in Pittsburgh, PA, Tier1, Inc. is a leading provider of 24x7 managed services, implementations, upgrades, and development of a wide range of enterprise technology solutions.

Leveraging the combined technical and functional experience of our seasoned experts, Tier1 has helped hundreds of companies realize and utilize the full potential of their technology investments. Tier1 holds itself to the standards of the industry's largest, most established competitors, yet also maintains the flexibility, efficiency, and personal service of a smaller firm.

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salesforce
registered consulting
partner