



Salesforce.com Adoption and Customer Success

As a **Salesforce Silver Partner**, OSI Consulting has been a trusted partner and advisor in the areas of business and technology innovation. Our Salesforce Certified experts work with many business verticals including Media, Healthcare, Retail, Manufacturing, Non-Profits, Financial, Oil and Gas, Government and Automobile. We work hard to leverage our knowledge, experience and capabilities to deliver highly scalable, flexible and easy-to-use solutions. OSI will help you adopt Salesforce to maximize customer engagement while minimizing your technology footprint. Our Salesforce Silver Partnership is a strong Seal of Approval for customer satisfaction and value for money.

We help customers adopt and flourish on the Salesforce platform. Our dedicated staff will help define your success story. OSI is a successful leader in Sales Cloud, Service Cloud, IoT Cloud, Analytics Cloud, Community Cloud and Marketing Cloud. We are experts in configuring App Cloud offerings and currently have several applications being built that will soon be available on App Exchange.

OSI Salesforce Process

Our business process includes use of Subject Matter Experts (SME) in your business domain that complete a full on-site (or off-site, if preferred) analysis of your implementation or requirements. Our SMEs will help you outline your current business process, with help of Salesforce standards, consultative and informative problem solving approaches and conflict resolution. Our consultants will create a process document that includes Business and Technical Analysis and also a delivery document that outlines exactly what you need to put your organization on the fast track for launch.

The SME will work closely with the Engagement Consultants and Technical/Solutions Architects to create Technical Architectural Overview and Solutions Architectural Overview based on the discovery process. The Engagement Manager will work with your team and our technical and solution teams to ensure on-time and on-budget delivery in phased waterfall



We're a Salesforce.com Silver Consulting Partner

- ▶ Salesforce.com dedicated resources available 24/7
- ▶ 85% of staff is SF Certified
- ▶ Our customer facing consultants are certified through SF rigorous certification process
- ▶ We were able to go from Registered Partner to Silver Partner in span of 3 months and now working towards Gold with an almost perfect CSAT review

or sprint/Agile SCRUM methodologies. Your OSI SME will always be available to review process, compare progress against the initial discovery, and review any scope adjustments driven by changes in the business process.

This process allows OSI to gain a strong understanding of your specific business and policy, pass that information and remain as a single point of reference throughout the project. We can work with multiple consulting firms and provide project management support that encompasses all other associated teams' and internal team members' tasks to ensure completion.

Regardless of the size of your project, be assured OSI has the professional experience and technical skills to accomplish your goals. Call us at **818-992-2700** or contact us via email at sales@osius.com to schedule a no-obligation project review.

Discover the OSI Advantage

- ▶ **Highly Skilled Professionals**
We have a team of certified, well trained, experienced Salesforce experts
- ▶ **Proven Methods for Accelerated Delivery**
We perform structured delivery of services using best practices that, combined with our global delivery model, minimize your risk of cost and time overruns
- ▶ **Best of Breed Technology Solutions**
We recommend a solution that is best suited for your business needs and requirements
- ▶ **Repeatable Best Practices**
Automate best practices and repeatable practices as much possible to reduce overall IT cost and pass that advantage to clients



818.992.2700

www.OSIus.com



OSI SFDC Sample Case Studies

CUSTOMIZATION: Eliza Corporation, Healthcare

Eliza Corporation worked with OSI Consulting to implement Salesforce Workflow Phase 4 to the Service and Health Engagement Design teams to improve quality and efficiency of program implementations. Enhancements to an existing, highly customized Salesforce.com Workflow application led to improved project management, visibility and results for this Health Engagement Management leader.

INTEGRATION: Spectrum Reach, Media

Spectrum required a single system to integrate with STRATA TIM available on demand to support account executives with proposal details through integrated viewing. OSI was engaged to implement integrated broadcast media Salesforce automation in SFDC to increase sales visibility, awareness and productivity.

PACKAGED: Celotex, Building & Construction

The Celotex organization has many departments with large volumes of customer data housed in multiple systems. They chose OSI to drive new levels of efficiency and improved sales results by upgrading their sales, customer service, and marketing platforms from their old CRM system to Salesforce.com.

To find out more about OSI's expertise with Salesforce.com integration, contact your OSI Solutions Director or email sales@osius.com.