

## Core Capabilities – What We Do Well

The rise of enterprise software as a service (SaaS) is a result of many market trends—notably globalization, the spread of virtual teams, generational workforce shifts and the evolution of cloud computing. As a Salesforce.com Cloud Alliance Partner, Alternative Solutions is uniquely positioned to provide organizations of all sizes with a comprehensive offering built on the world leading cloud platform, Force.com.

Our services incorporate all aspects of the client's project, including operational strategy, requirements definition, business process documentation, technology development, application testing, end-user training and deployment activities.



### Strategy Consulting

As a full-service partner, we manage the complete customer lifecycle, from engagement, implementation and support to programs and events designed to optimize technology investments. Our Certified Salesforce.com professionals have extensive consulting experience, deep technical knowledge and an average of 20 years of experience in their respective industries.

### Complex Selling Solutions (CPQ)

Alternative Solutions has successfully evolved a comprehensive methodology for achieving the financial results of cloud based sales enablement. Our business specialists carry out a thorough analysis of a client's front end processes and map current business processes and technology

landscape against proven Best Practices in Configure, Price, and Quote (CPQ).

### Application Management

As part of any implementation, companies want to improve certain areas of the application lifecycle management. Alternative Solutions offers comprehensive management solutions that include:

- **Platform Review and Risk Mitigation Plan** – We will thoroughly analyze and document operational risks in a client's configuration and assess its production worthiness including mitigation plan for all identified gaps based on gap scoring and mitigation requirements.
- **Data Integration Policies** – Secure methods of data integration based on established company decisions

- **Deployment Service Centers** – Leadership and support for developing consistent procedures for Salesforce.com application lifecycle management

## Customer Care Solutions

We work with companies that want to implement customer care solutions across multiple channels, including:

**Customer Case Management** - solutions to better serve its customers by providing automated means for customers and sales reps to request support via Salesforce Communities.

Capabilities we have implemented include:

- Customized knowledge articles based on specific needs
- Managing customer returns; validating returns against orders and invoices
- Credit memo automation
- Notifications and Alerts

**Contact Centers and Telephone Integration** – Agent console solutions for bringing information from incoming or outgoing calls displaying the same to the agent.

Capabilities we have implemented include:

- Integrating Salesforce.com with telephony systems, including Cisco, Shoretel, and Five9
- CSR consoles with screen pops on incoming calls based on DNIS and ANI
- Automated scripting base on IVR parameters
- Guided CSR wizards to process call transactions consistently

## Data Insights and Analytics

We help companies address key areas of sales management / execution where valuable insights about pricing and customer preferences typically reside.

We help clients realize:

**Real-time Visualization of Performance KPI's** using our pre-built templates to deliver best practice dashboards, KPIs, and analytics to run your pipeline call, enhance quarterly business review, and supercharge team performance.

**Forecast & Pipeline Trending** - Review pipeline changes and movement, risk indicators, and performance metrics to pivot strategy and drive sales success.

A team based approach and the fact that our associates are drivers in our continued success, make our approach a welcome alternative. Our clients always remind us that our most distinguishing characteristic is the caliber and dedication of our people. We have achieved our success through our pursuit of quality and attention to detail. All of the Alternative team members have a special characteristic...a team attitude and a desire to be the best in their field.

## A Few of our Clients

