Delivering Customer Success

CRMIT Solutions is a pioneer in digital transformation solutions to deliver Customer 360. As a preferred Salesforce Consulting & appexchange partner, CRMIT Solutions specializes in Cognitive Sales and Field Service Management solutions for the last mile adoptions. The Lightning Experience practice and accreditation, enable customers to build role based page layouts and dashboards.

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Digitally transforming businesses with Customer 360++ initiatives including field service management and cognitive intelligence to enable Customer Success

With over 200+ certified CRM consultants and over 1000+ successful CRM deployments globally, CRMIT Solutions offers digital transformation expertise, especially, in areas of field automation and augmented intelligence. From large turnkey digital transformation consulting to project planning and execution, CRMIT has successfully acquired 185+ customers spreading across various domains including banking, financial services, higher education, retail, and manufacturing.

Integrated Business Solutions

Enterprise-level applications have a need to integrate with other applications used by the same organization. These integrations usually cater to different layers, like Data, Business Logic, Presentation and Security, depending on the requirement. This helps organizations achieve greater levels of operational consistency, efficiency and quality.

CRMIT's Integrated business solution, outlines a few of the options available for integrating other client applications with the Force.com platform. The main focus is on Web Service integration, including both inbound and outbound to Force.com.
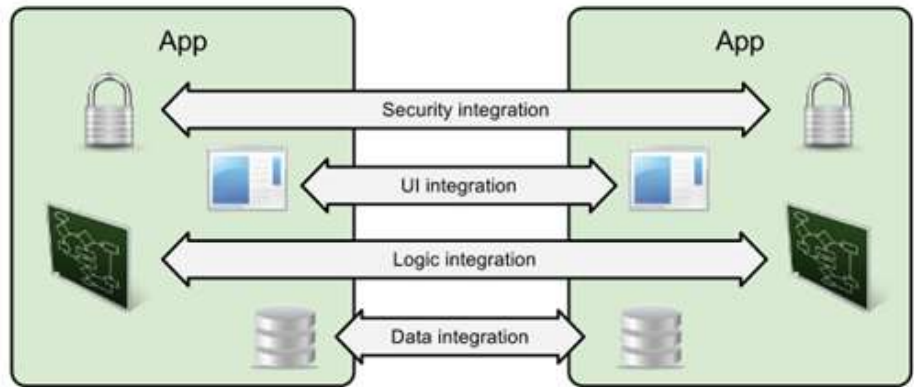
With Integrated business solutions, customers can create competitive differentiation through faster implementation times and more robust cloud integration solutions. The cloud integration solutions helps deliver business value to clients, rather than wasting time writing custom code.

Migrating Business Solutions

For many organizations, migrating to Salesforce Lightning is a painstaking process that requires months of research, planning, and testing. This is a good enough reason for many to avoid migration entirely or wait until they're forced to make the inevitable upgrade from Classic.

However, upgrading to Salesforce Lightning doesn't have to be painful. With the right approach to research, planning, and testing, you can make the transition a smooth and seamless experience. CRMIT's migrating business solution transitions customers successfully to Salesforce Lighting, one phase at a time.

Benefits

Modern design for ease of use

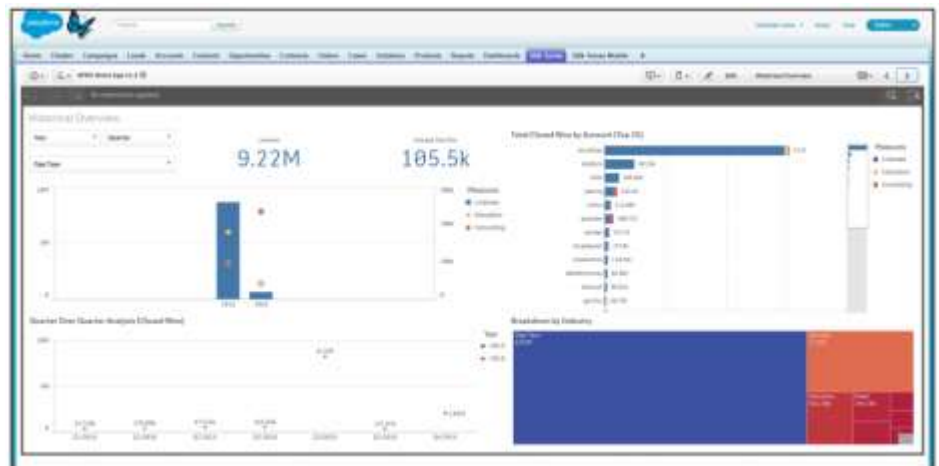Smart Views for rapid navigation

More extendable and integrated dashboards

Drag-and-drop status change

America's
Most Preferred

salesforce partner

Integrated Solutions
Migration Solutions
Business Intelligence
Cognitive Intelligence
Managed Services

Business Intelligence Solutions

Most customers demand simple, easy technology they can control without having to depend on IT. CRMIT's BI solutions including Salesforce and Qlik takes the complexity out of your CRM analyses to deliver unprecedented visibility into all of your CRM data with the click of a button. The result empowers you to make smarter decisions to enhance business performance and customer satisfaction. Qlik improves Salesforce's value by enabling business users to visualize all of their customer interaction data across an unlimited number of dimensions and analyze information in any direction against underlying data sources — right down to the transaction level.
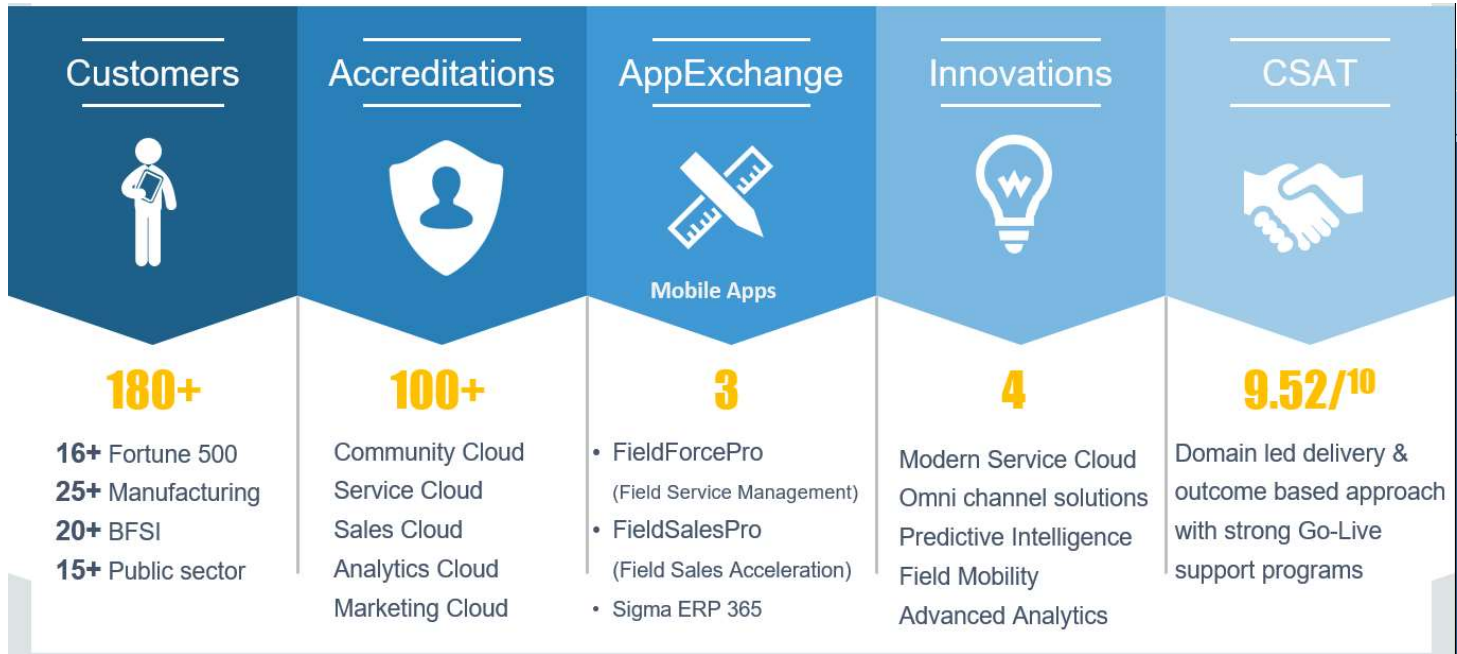

Cognitive Intelligence Solutions

Customer sentiments can range anywhere from pleased or loving to neutral or angry, and no matter where your customers fall on the sentiment spectrum, it's imperative you understand not only what their emotional state is, but what's driving it. The more you listen to how your customers giving you an approval or decline your proposal, engaging with you or ignore your response & at times giving you direct feedback, the more you sense the control on your sales deal, the deeper your relationships can be.

Analyze the sentiments of your customers by exploring all the incoming and outgoing emails. Drill down to specific emails that demonstrate negative or positive sentiment of a customer seeking attention.

1000+
Engagements
200+
Customers
25+
Countries

salesforce partner

We connect your CRM & Email

AI on Email
Email Filtering
Sentiment Analysis
Automation

+

Salesforce CRM
Opportunity
Accounts
Contacts

Customers	Accreditations	AppExchange	Innovations	CSAT
		Mobile Apps		
180+	**100+**	**3**	**4**	**9.52/10**
16+ Fortune 500	Community Cloud	• FieldForcePro	Modern Service Cloud	Domain led delivery &
25+ Manufacturing	Service Cloud	(Field Service Management)	Omni channel solutions	outcome based approach
20+ BFSI	Sales Cloud	• FieldSalesPro	Predictive Intelligence	with strong Go-Live
15+ Public sector	Analytics Cloud	(Field Sales Acceleration)	Field Mobility	support programs
	Marketing Cloud	• Sigma ERP 365	Advanced Analytics	

Customer Speak

"CRMIT have been good partners to us on our journey to next CRM. To me coming here to see the team that supports us and seeing how much passionate an interface they have here? Thats what struck me as positive. Thats exaclty what we look for a feeling like we are not just another customer. I really apprecicate your team for it and would look forward to working with CRMIT again."

- VP & GLOBAL CIO
LARGE MANUFACTURING

Carbon   **Cochlear™**   **AMP**   **OPTUS**   **Interface®**

CRM IT®
Customer Success Partner

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