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CONCLO TECHNOLOGIES

PLEDGE
1%

REGISTERED
salesforce
2019
PARTNER

CONCLO TECHNOLOGIES PVT LTD
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INTRODUCTION

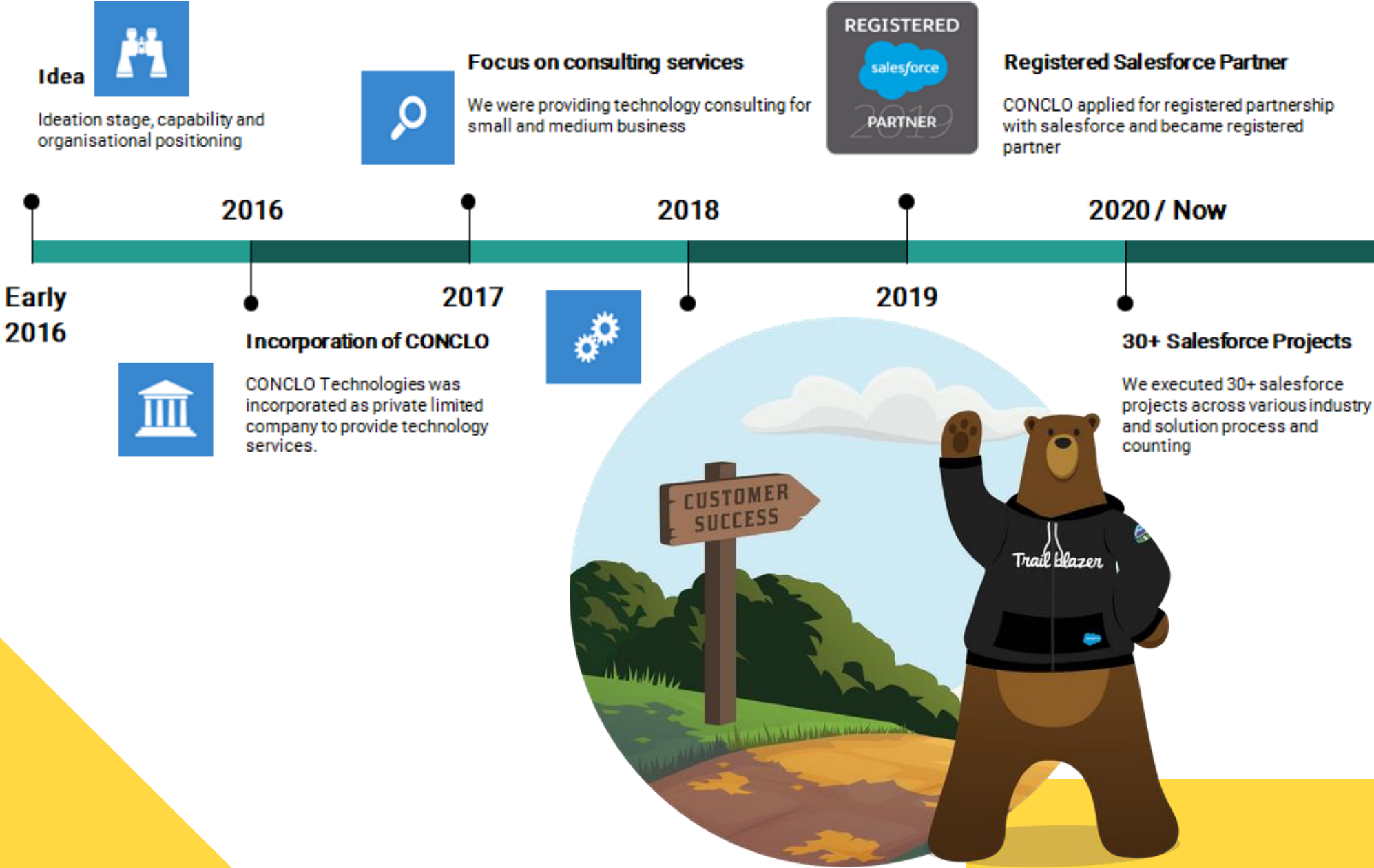CONCLO Technologies is a dynamic, consulting, multi-faceted company with resources and experience across domains.

Our mission: to ensure that every customer must succeed in their digital journey / derive the maximum benefits possible from our services offered and help them excel in their business and branding.

Our vision: is to grow better and bigger than the day before and add value to the ecosystem we belong.

Our team: We have some cool superheros in our team who are certified with Service Cloud Consultant / Sales cloud consultant / Wave Analytics Brown Belt / Certified Administrator and more. We believe we are the package.

Your organization deserves a firm that takes the time to understand your requirement and be at your side during / post-execution of the right solution.

CONCLO - OUR JOURNEY

Idea

Ideation stage, capability and organisational positioning

Focus on consulting services

We were providing technology consulting for small and medium business

REGISTERED salesforce PARTNER 2019

Registered Salesforce Partner

CONCLO applied for registered partnership with salesforce and became registered partner

2016

2018

2020 / Now

Early 2016

2017

2019

Incorporation of CONCLO

CONCLO Technologies was incorporated as private limited company to provide technology services.

CUSTOMER SUCCESS

Trail blazer

30+ Salesforce Projects

We executed 30+ salesforce projects across various industry and solution process and counting

Sales Automation

- Close more deals, faster, efficiently and accurately
- Qualify and nurture leads
- Track marketing and campaign effectiveness
- Accelerate sales team productivity
- Insightful decisions with real-time analytics reports
- Support with mobile ready applications
- Powered by Lightning

Marketing Automation

- Incorporate Trade Promotions as Campaigns
- Build right segmentations
- Track Social Media Activity through Radian 6
- Deliver personalized content across every channel and device
- Measure the impact on your business

Einstein Analytics

- High volume data and faster insights
- Prebuilt Analytics apps for faster deployment
- Data-Driven Actions – Self-service, Wave actions, Access any data
- Data from any Device – Mobile-first, Smartwatch and beyond, Share on the go
- Cloud Speed, Scale & Security, Native Salesforce integration, Cloud deployment, Powerful governance & trust

Service Automation

- Close cases efficiently and effectively
- Track and improve with real-time analytics
- 360 degree view of all the case and related details
- Handle your knowledge articles & increase productivity
- Efficient handling of chats & communication with the users

OVERALL : building high performing, scalable CRM solutions on the Salesforce platform

Consultation service (understand your business)
Custom development FORCE.COM
Migration methodologies Classic to Lightning
Certified in house resources
Global footprint / Best customer experience
Salesforce Managed Service - extension of your business
Proven methodology for implementations
Successful Implementation across verticals
Smarter business using analytics and data science
Mule Soft / Tableau / Einstein / Pardot / Communities
Non Profit Success pack etc.

INTERGRATION

E Com - Shopify
POS systems
Mobile applications
Payment gateways
WhatsApp / Social media
Call center integration
Other CRMs SAP / Oracle / Siebel

FORCE.COM

UI Development & Apex Programming
Data Modelling & Custom App Development
App development for App Exchange Support

CUSTOMER CASE STUDY 1

Case: The customer involved in a distribution business was facing challenges with sharing information with partners at the right time lacking upto date product information for efficient sales

Business Drivers
- Collecting and maintaining the up-to-date information about the partners
- Sharing the similar information with all the partners
- Collaboration with the internal employees and the associated partners in different regions

Solution
- Salesforce.com based partner community implementation
- Implementation of the sales modules and enabling the internal employees with tools for managing the partner and their customer information
- Reports and Dashboards: Reports and dashboards were implemented to analyze the leads and pipeline from the partners

Benefits

- Eliminates manual processes, improved collaboration and productivity between sales and the partner ecosystem
- Manage Partner requests and enable with right information for enabling sales

Prime Use Cases Implemented
- Account Management
- Enabling objects for partners
- Collaboration to chatter

- Contact Management
- Opportunity Management
- Contract Management
- Activity Management

- Lead Management
- Product and price Management
- Reports and Dashboards

CUSTOMER CASE STUDY 2

Case: In efficiency in operations unable to fulfill supply, lack in a structure to understand demand requirements and process streamline from an end to end business cycle.

Business Drivers
 • Partner rebates and price analysis was done manually
 • The matching of the planned sales and the actual sales were collated manually and deriving intelligence out of the data was time consuming

Solution
 • Lead generation, to order and dispatch, to collection was completed smoothly and automatically, without the leaders having to intervene.
 • Einstein Analytics solution implementation to slice / dice the Salesforce data for planned & actual sales info
 • GPS based Sales team tracking for order and new customer registration
 • Data model of Salesforce data to augment the details from various objects in Salesforce which can be consumed by business users

Benefits
 • Share Einstein dashboards for coaching the partners to enable them closing the sales
 • Analyze the performance of different partners and the associated sales representatives and hence better sales planning - **400%** INCREASE IN MONTHLY CONVERSION RATES

Prime Use Cases Implemented
 • Model datasets
 • Enable dashboards for mobile
 • Share the dashboard results with partners
 • Manage data set sharing rules
 • Create dashboards for sales team
 • Manage analytics apps
 • Dashboards for partners

https://www.salesforce.com/in/customer-success-stories/concretia/

CUSTOMER CASE STUDY 3

Customer is a security service provider and they were using excel sheets and independent applications to manage their processes

Business Drivers
- Accounts and the related information were not organized and they were not able to optimize their business process because of the isolated system.
- Sales pipeline analysis was not proper as the leads were not properly managed and the tracking was inefficient

Solution
- Salesforce.com based lead to Order application with footprint of Account Management, Lead &, Opportunity Management, Product catalog, Pricing & Quote management
- Data Migration: The existing data was migrated to the new salesforce sales cloud for better tracking and history
- Reports and Dashboards: Reports and dashboards were implemented to analyze the leads and pipeline

Benefits
- Eliminates manual processes, improved collaboration and productivity between sales and finance departments
- Faster and accurate response to customer requests
- Flexible application to rapidly accommodate business process changes

Prime Use Cases Implemented

Account Management	•Contact Management	•Lead Management
Opportunity Management	•Service Cost Management	•Collaboration to chatter
Contract Management	•Reports and Dashboards	•Activity Management

CUSTOMER CASE STUDY 4

Customer is a white good retailer with B2B and B2C operations. Required a single interface system for their in-store / franchise / warehouse operations with intergarations with SAP / Finance providers and delivery companies.

Business Drivers

- Silo operations, processing time and lack of customer conversion date failing to optimize business processes.
- Sales pipeline analysis was not proper as the leads were not properly managed and the tracking was inefficient

Solution

- Account Management, Lead &, Opportunity Management, Product catalog, Pricing & Quote management
- Franchise management / Warehouse stock management / Delivery management
- Integration : Call center / Finance integration with BFL / POS system / WhatsApp / Social media
- Reports and Dashboards: Reports and dashboards were implemented to analyze the leads, sales and revenue

Benefits

- One single data entry point from lead to account, integration with POS / Finance providers
- Clear data flow and high productivity between sales, operations, franchise and finance departments
- Faster and accurate response to customer requests
- Flexible application to rapidly accommodate business process changes

Prime Use Cases Implemented

•Account Management	•Contact Management	•Lead Management
•Opportunity Management	•Service Cost Management	•Collaboration to chatter
•Contract Management	•Reports and Dashboards	•Activity Management

SALESFORCE APPEXCHANGE

Prebuilt apps for your business need

We at CONCLO have a team of in-house experts who identify and develop app-exchange products that would help the industry agnostic users to customize and use the same based on their day to day business needs.

Below are products that we are developing to cater to many operational needs
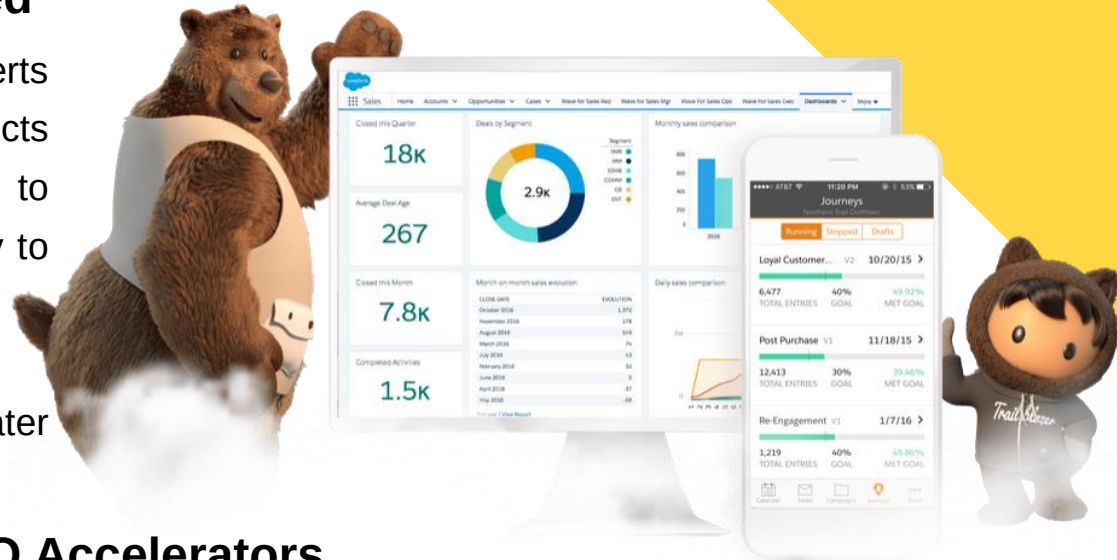
CONCLO Accelerators

FRESH HIRE:

Fresh hire help you create and manage job postings from request to closure. Upload, parse, and search for resumes instantly. A live dashboard shows the management accurate and live data. Streamlining your daily tasks with faster source, search and match to update the interview scheduler. Automate all time-consuming tasks.
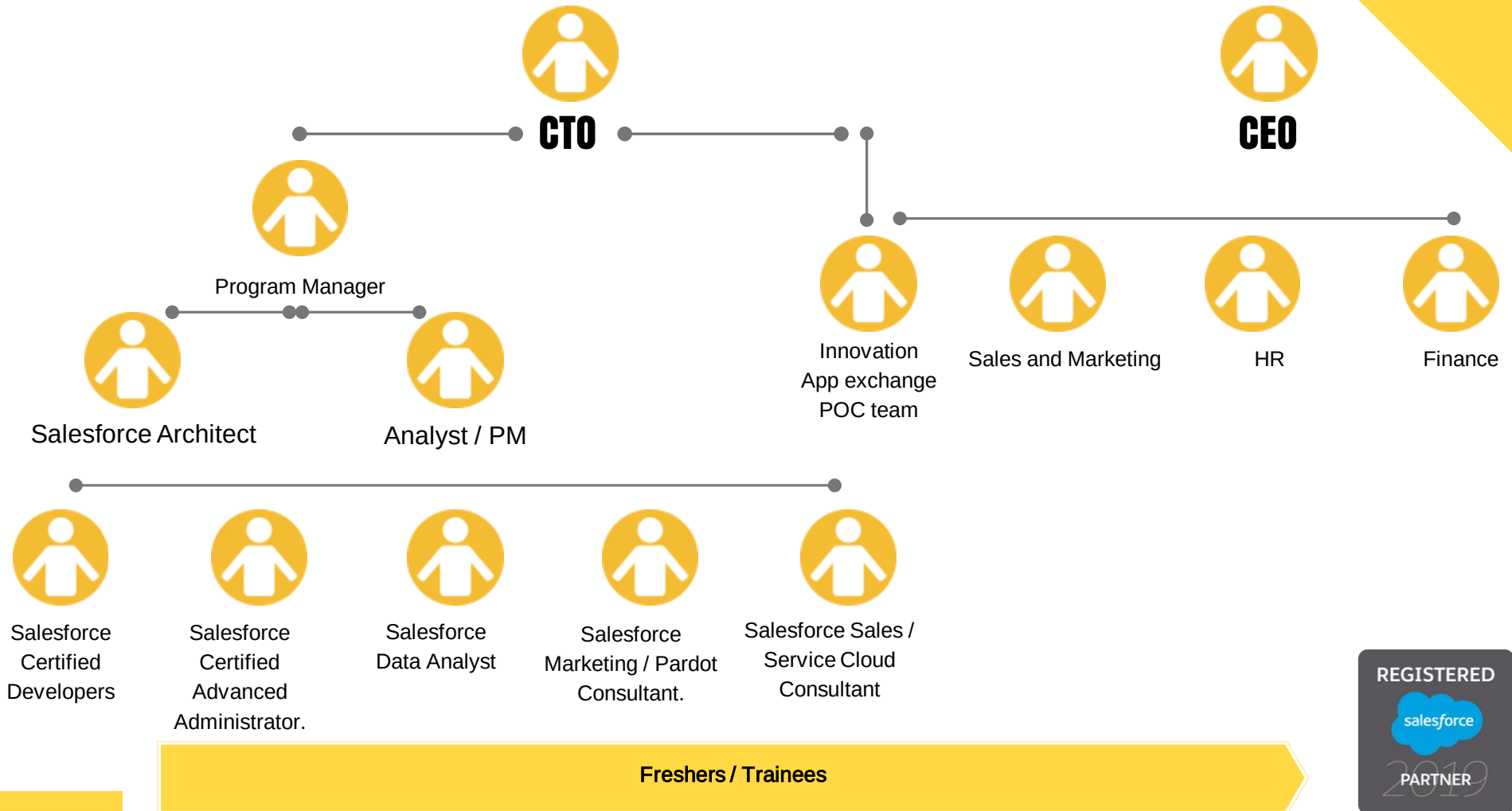
Education Management:

Managing your students, staff, assets and operations, we have build an app that will facilitate and can be customized for your institutional needs. Designed and built to systematically control the various parts of an institution, the Education Management app is build to ensure ease in operations by automating the day to day activities.

SALES AND SERVICE:

A complete view of customers by connecting sales and service. Convert more leads, close more deals and understand the status of your entire business. Empower sales reps to work faster and smarter with insights, guidance, and forecasts built from AI. Online or offline, the data you need is right at your fingertips. Build loyalty with every interaction using complete customer support software.

C OUR TEAM

CTO

CEO

Program Manager

Salesforce Architect

Analyst / PM

Innovation
App exchange
POC team

Sales and Marketing

HR

Finance

Salesforce
Certified
Developers

Salesforce
Certified
Advanced
Administrator.

Salesforce
Data Analyst

Salesforce
Marketing / Pardot
Consultant.

Salesforce Sales /
Service Cloud
Consultant

Freshers / Trainees

CONCLO Technologies is a Salesforce Registered Partner and one of the leading customer-centric consultancies in our region, implementing projects around the world. We have been building customer companies since 2016. In that time, we've successfully delivered over 30+ projects, worked with more than 30 customers and grown to more than 15 core people, holding Salesforce certifications and executing new key services, making us a go to Salesforce partner.

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> ❝
> ## THERE ARE ONLY THREE RESPONSES TO A PIECE OF DESIGN – YES, NO, AND WOW!
>
> MILTON GLASER

CONCLO Technologies

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