



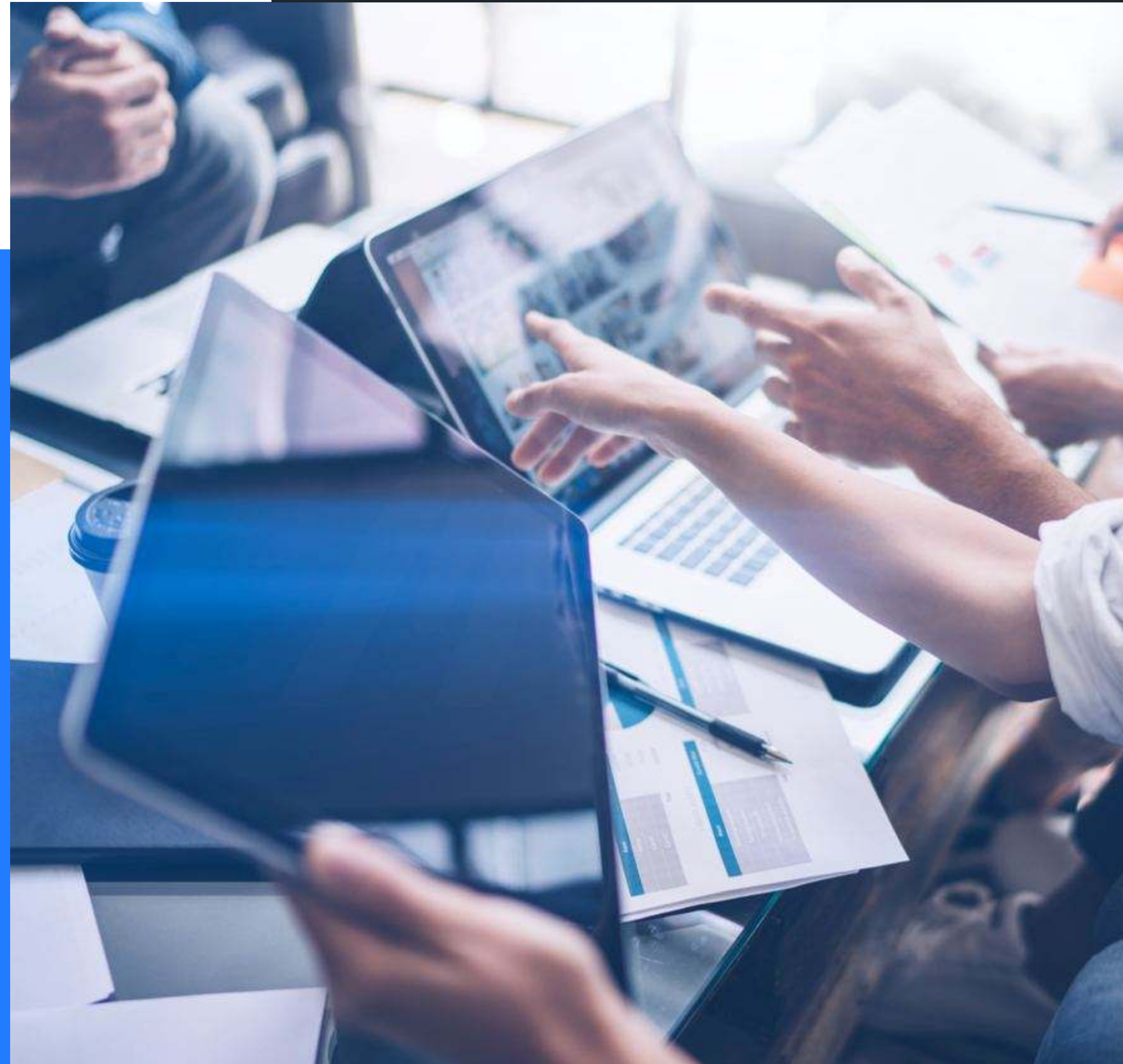
Ergonized

Simplify digital transformation



REVIEWED ON
Clutch

★★★★★ 4.8



Our Services



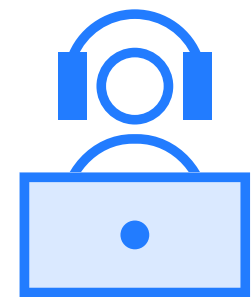
Salesforce
Consulting &
Implementation



Salesforce Data
Migration



Salesforce App
Development



Salesforce
Managed Services
& Support



Marketing Cloud
Consulting



Pardot Consulting
& Implementation

Salesforce Expertise

Sales Cloud

The Sales Cloud functionality allows tracking sales, creating a customer profile for efficient marketing activity, increasing sales team productivity, multichannel communicating with clients, as well as allowing management to simplify and automate reporting and administrative tasks.

- + Sales Process customization
- + Sales Workflow and Approvals
- + Sales Reports and Dashboards, Sales Forecasting
- + Territory Management
- + Lead & Opportunity Management
- + Account and Contact Management

Service Cloud

Salesforce Service Cloud aims to automate processes for service teams, optimize workflows, respond to customers across a variety of social platforms, create and manage a knowledge base with your company information. Service Cloud helps to enhance the customer's experience and retention rate and to decrease case resolution time.

- + Agent Workspace
- + Case Management
- + Knowledge Base
- + CTI Integration
- + Omni-channel Routing
- + Service Process Automation
- + Call Center Management
- + Field Service
- + Self-service portals and communities

Salesforce Expertise

Community Cloud

Salesforce Community Cloud is a brand community space based on an online platform to connect and improve interaction among clients, partners, and employees of any company. The possibility to contribute updates about your products, services, or programs to your target audience directly with an opportunity to get relevant feedback, regardless of whether it's a small group or multiple communities, is priceless.

- + Partner Central
- + Customer Service
- + Customer Account Portal
- + Employee Community
- + Case Management
- + Knowledge Articles
- + Lightning Bold Solutions

Salesforce CPQ

CPQ or Configure, Price, Quote, is a tool created for improving the sales pipeline by Salesforce. It provides accurate data about pricing with multiple scenarios and configurations applied. Considering the capabilities range, the CPQ application takes into consideration different features, modifications, numbers, and discounts that allow sales representatives to quote prices without mistakes.

- + Agent Workspace
- + Case Management
- + Knowledge Base
- + CTI Integration
- + Omni-channel Routing
- + Service Process Automation
- + Call Center Management
- + Field Service
- + Self-service portals and communities

Salesforce Expertise

Marketing Cloud

Marketing Cloud is specifically tailored to build multi-channel campaigns inside one cloud and helps to predict the potential outcomes of your marketing efforts, which provides the ability to choose the best marketing strategy.

- + Journey Builder
- + Email Studio
- + Audience Studio
- + Mobile Studio
- + Social Studio
- + Advertising Studio
- + Interaction Studio
- + Data Studio
- + Customer 360 Audiences

Pardot

Pardot is a Salesforce marketing automation solution, which meets the needs of B2B companies of all dimensions. Being a software as a service (SaaS), the platform was created for marketing automation activities and offers email automation and lead management tools for B2B sales.

- + B2B Marketing Analytics
- + Account-Based Marketing
- + Email Marketing
- + Salesforce Engage
- + Content Marketing
- + Lead nurturing
- + Landing pages and forms

Salesforce Expertise

Salesforce AppExchange

Standalone AppExchange apps are listed on AppExchange (Salesforce app marketplace) and work as an independent application. These apps can sell licenses for usage or subscriptions.

- + Build Custom AppExchange Apps
- + Develop Managed and Unmanaged Apps
- + Publish Free & Paid Apps
- + Security Review Compliance
- + Support AppExchange Apps

Force.com Development

Salesforce custom applications for internal business needs help to extend the functionality of Salesforce Clouds. Custom Salesforce apps help to enhance and change business processes that cannot be satisfied with standard Salesforce functionality.

- + Build Custom Components
- + Account-Based Marketing
- + Email Marketing
- + Salesforce Engage
- + Content Marketing
- + Lead nurturing
- + Landing pages and forms

Salesforce Expertise

Salesforce for Nonprofits (NPSP)

Nonprofit Cloud helps to manage volunteers, donations, supporters and connects to your constituents all in one cloud. Nonprofit Success Pack (NPSP) increases donor conversion rates, program engagement, mission impact and a 360-view of constituents.

- + Donor Management
- + Donation and Grant Management
- + Program Management
- + Grants Management
- + Marketing & Engagement
- + Case Management

MuleSoft Anypoint Platform

MuleSoft helps connect any application, data, and device with APIs, decreases maintaining API expenses, and automates business processes. The platform is easy to use and scales middleware solutions for synchronizing your apps together with enabled data exchange.

- + Anypoint Design Center
- + Anypoint Management Center
- + Anypoint Exchange
- + Mule Runtime Engine
- + Anypoint Connectors
- + Runtime Services

Industry Expertise

Financial Services Cloud for Insurance Industry

Financial Services Cloud is a solution that can be tailored to any financial services company, such as insurance agencies or banks. Financial Cloud enables the delivery of personalized engagement with omnichannel integration across social platforms and the web, identifying new opportunities to engage prospects, convert more leads, and create customers for life.

Meet the Evolving Needs of Every Policyholder

Know your policyholders

Always-on panoramic views of performance metrics, insights, and actions across each policyholder's family, claims, and business milestones.

Be smarter with built-in analytics

Empower agents with rich analytics and real-time insights that provide them with recommendations for the right coverage.

Deliver exceptional service

Connect agents and customers service reps to relevant insights about policyholders with out-of-the box dashboards.

Financial Services Cloud Features

- + Relationship Builder and Map
- + Financial Accounts and Rollups
- + Life Events and Business Milestones
- + Action Plans
- + Document Tracking and Approvals
- + Cases and Alerts
- + Lightning Flows for Financial Services Cloud
- + Intelligent Needs-Based Referrals
- + Einstein Analytics for Financial Services
- + Community Cloud for Financial Services
- + Salesforce Shield

Industry Expertise

Healthcare Cloud

Get to know the person behind the patient with a panoramic view of each customer, connected throughout your healthcare community. Together, we can help you accelerate acquisition, enrollment, service, and innovation — so your team can focus on what matters most: patients and members. Deliver connected experiences that can improve member satisfaction and outcomes. Easily create omni-channel interactions to engage members throughout their care journey.

Improve your patients' outcomes with CRM

Reduce readmissions

Deliver better outcomes in the age of value-based care with our Coordinate Post-Acute Care solution.

Empower agents with the relevant patient data

Meet — and exceed — patient expectations by giving agents the tools to solve inquiries the first time.

Deliver 1-to-1 care to members who need it most

Turn every interaction into an opportunity to build trust with high-risk members. Easily scale care management programs and deliver ongoing engagement to keep members on track.

Healthcare Cloud Features

- + Contact Tracing
- + Clinical and Insurance Data Models
- + Social Determinants
- + Care Plan Customization and Management
- + Referral Management
- + Utilization Management
- + Program Management
- + Build stronger patient relationships
- + Collaborate across your organization
- + Equip your team with productivity tools
- + Get real-time business insights

Industry Expertise

Nonprofit Cloud

The best technology puts people first. We believe nonprofit technology should help build and maintain trusted and lasting relationships with supporters and beneficiaries by delivering the experiences they need in changing times. Built on one connected platform, Nonprofit Cloud is your one integrated platform helping you connect all parts of your organization supporting the imperative to shift to digital.

Great missions deserve great technology

Capture Offline & Recurring Giving

Gift Entry allows your staff to enter large volumes of gifts in batch, or singly, in a way that's accurate, fast, and flexible – with the proper attributions and without leaving the primary screen.

Manage All Donations & Income

Funds are the fuel for your nonprofit's mission. Capture all your income data in one place, neatly related to supporter profiles.

Insightful Reporting & Analytics

Measure your fundraising performance and report impact back to those that support your mission. Fundraisers, finance teams, and staff can use over sixty out of the box reports and dashboards.

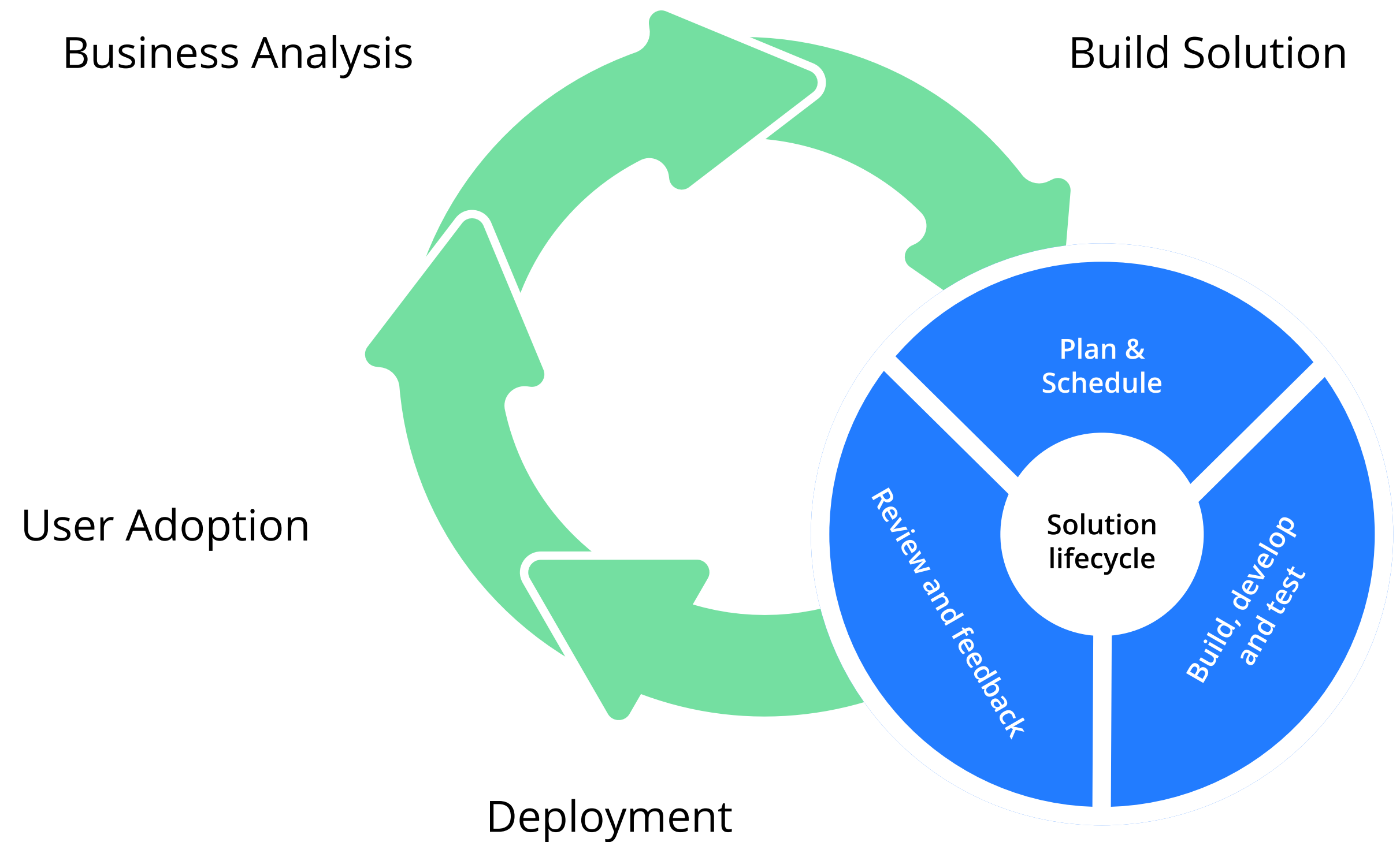
Nonprofit Cloud Features

- + Constituent Relationship Management
- + Donation Management
- + Program Management
- + Grants Management
- + Insights Platform Data Integrity
- + Marketing & Engagement
- + Case Management
- + Accounting Subledger
- + Volunteer Management
- + Mobile access
- + Content library

How We Work

We believe in using an innovative approach for all our clients, as a standard solution can no longer bring enough advantages for companies to become true leaders!

We discuss, analyze, and focus on clients' strengths to leverage innovative solutions that will make a difference.



Success Story

Service Cloud Implementation for Publishing Company



INDUSTRY: Publishing

LOCATION: USA

TEAM SIZE Team of 5 Salesforce experts including Administrator, Consultant, and Developers

TECHNOLOGIES: Salesforce Service Cloud

WEBSITE: booknook.biz

Being obsessed with reading, Booknook helps authors disseminate their works by publishing their works online and crafting those books in formats that support all known e-readers, from Kindle to Nook, iPad to practically any smartphone.

Success Story

Problem

Previously, Booknook was using DESK services for their operations and everything was working as expected when, suddenly, DESK announced their shutdown in March 2020, so it was necessary for them to look for another solution within the shortest timeframe to preserve all the flows and data present in the old system.

Solution

It was decided to migrate clients' operation flows and data to Salesforce's service cloud and enhance the performance by introducing email-to-case transforming, live chat on the client's website, adding macros, and implementing quick text options along with automating the routine processes.

Impact

This migration allowed the client to preserve their previous communication means via website and email without a service interruption or a need to make changes in the established flows. Automation helped them to shorten the time for routine tasks and what is most important keep their clients happy by serving them faster.

Success Story

Service Cloud and Pardot Implementation For Educational Company



INDUSTRY: Education

LOCATION: Canada, Australia

TEAM SIZE 1 Salesforce Consultant, 1 Salesforce Developer

TECHNOLOGIES: Salesforce Service Cloud and Pardot

WEBSITE: moncel.com

Moncel has been a leading provider of online training in the hospitality and food services industry since 2012. Their focus on the highest learning standards combined with technological innovation helps to deliver a top-notch learning experience to thousands of clients every year.

Success Story

Sales Cloud Implementation For Mortgage Company



INDUSTRY: Financial Services

LOCATION: USA

TEAM SIZE 1 Salesforce Consultant

TECHNOLOGIES: Salesforce Sales Cloud

WEBSITE: georgenakos.com

As an expert in the mortgage field, QMI offers people who are new to loan procedures to facilitate this process by saving clients' time and effort while closing real estate deals.

Success Story

Problem

In an attempt to accelerate the process of deal closure, the company requires lead qualification automation in order to create a centralized system for lead management. The main goal of this project was to gain the ability to process and convert more leads within the same amount of time.

Solution

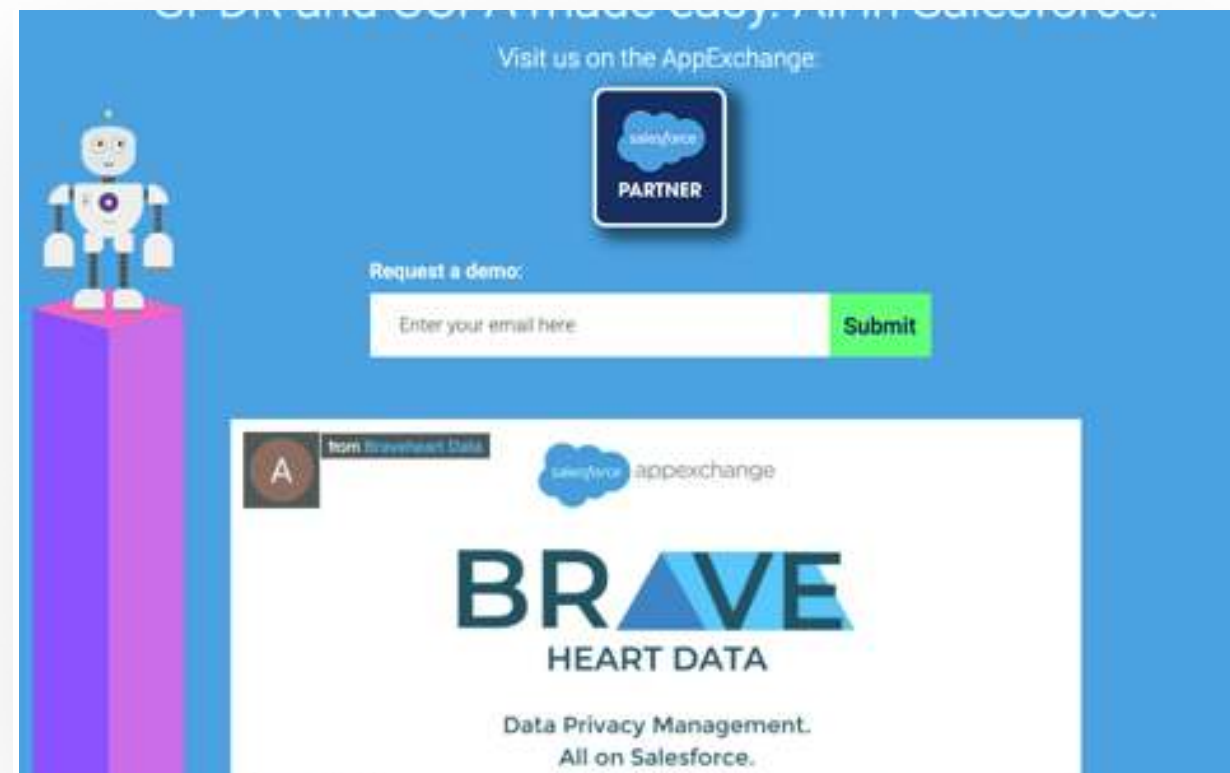
The offered solution lied in creating a custom data model within the Salesforce organization so that it matches particular business needs according to the specifics of the B2C business model of operation. Along with that, we organized the data migration from the previous system to Salesforce.

Impact

With the help of our solution, the company was able to allocate more time to processing and converting leads. With the increased productivity and the number of successful deals, the revenue numbers started showing a stable increase.

Success Story

Salesforce App Development For GDPR and CCPA Compliance



INDUSTRY: Technology

LOCATION: USA

TEAM SIZE 4 Salesforce developers

TECHNOLOGIES: Salesforce AppExchange App

WEBSITE: braveheartdata.com

The enthusiastic team from Braveheartdata will ensure company compliance with GDPR, CCPA, and other data protection laws. Braveheartdata focuses on helping businesses simplify processing requests related to customers' personal data.

Success Story

Problem

Taking into account that more legislative acts on data processing are becoming active, companies need to process personal data requests quickly in order to comply with these regulations and avoid fines if they fail to fulfill the requirements indicated in these laws.

Solution

It was decided to develop the AppExchange application to allow companies to enable their customers to opt-out from the gathering of personal data and to let them request all their personal information that is stored by the company.

Impact

The application was released on the AppExchange platform. Taking into account that governments are starting to treat the online security of personal data more seriously, the US and EU are passing new regulations, thus the demand for the applications that allow automating these processes will be increasing in the near future.

Success Story

Salesforce Nonprofit Implementation For Education Company



INDUSTRY: Non Profit, Education

LOCATION: USA

TEAM SIZE 1 Salesforce Nonprofit consultant

TECHNOLOGIES: Salesforce Nonprofit Success Pack

WEBSITE: academyforteachers.org

Focusing on teacher development, the Academy for Teachers is aimed at connecting educators to the modern intellectual and cultural life by organizing lectures, performances, trainings, and other learning events. This system selects participants based on the nomination system and individual applications

Success Story

Problem

As a part of company operation activities, Academy for Teachers holds weekly workshops on teachers for the development of professional skill sets. During these events, our clients needed to conduct a survey or vote on the results of the workshop or nominees. In addition, it was required to choose the best lecturers or speakers on a given topic.

Solution

We created the data structure by organizing categories such as Nominee, Nomination, Survey Results, and we made it possible to send necessary sets to the users who need to vote on these categories. In this case, it was decided to implement the necessary features without using Apex but utilizing declarative tools.

Impact

The development of this solution allowed for the establishment of a unified system of voting, rating, and setting reminders inside Salesforce for the Academy of Teachers. It also reduced the time necessary to view reminder histories of the users who voted and who didn't by 85%.

Success Story

Sales Cloud Implementation for Air Cargo Company



INDUSTRY: Transportation

LOCATION: UAE

TEAM SIZE 1 Salesforce Consultant, 1 Salesforce Administrator, 1 Salesforce Developer

TECHNOLOGIES: Salesforce Sales Cloud

WEBSITE: dwc.aero

DeltaWorldCharter is providing cargo and private jet charter services all over the world helping clients to find peace of mind by taking care of travel planning and being available for 24/7 consulting.

Success Story

Problem

The company's main issue was the excessive times spent by their sales representatives on routine tasks that decreased their focus on successful sales, so they wanted to automate the sales department tasks and simplify performing their duties by delivering the Salesforce CRM improvements that would ensure a bug-free experience.

Solution

It was decided to conduct an audit to single out the existing bugs and issues, offering a fix for them that would ensure instant results with taking into consideration users' pain points. The Salesforce system was adjusted according to the requirements, and bugs were eliminated.

Impact

Improvements in the system had a positive impact on the number of successful sales opening the door for future opportunities in growth and development, consequently driving more revenue.

About Us



Dmitriy Ogol
Chief Executive Officer
Co-Founder



Arthur Koryaka
Chief Marketing Officer
Co-Founder



Dmitriy Sorokin
Chief Operating Officer
Co-Founder

We help our clients get the maximum value of their Salesforce implementation

In 2007, Ergonized was founded as a custom software development company, so we could provide custom software solutions to everyone. But it didn't take us long to reveal the true power of Salesforce solutions for business. Therefore, we made the decision to transform into a Salesforce consulting partner for our clients. Today, our company provides Salesforce consulting and development, referring to **13+ years of experience** in the market of software development.

We stand out from the rest because we collaborate with you as partners, not as vendors. We strive to truly understand your business goals and design a strategy to delivers the best return on your investment. Client success matters to us.

We believe in using an innovative approach for all our clients, as a standard solution can no longer bring enough advantages for companies to become true leaders! We discuss, analyze, and focus on clients' strengths to leverage innovative solutions that will make a difference.

Our Certificates



Feedbacks

Contact Us

<https://www.ergonized.com>

info@ergonized.com

+1 833 210 73 33



REVIEWED ON
Clutch

