JOLT CONSULTING GROUP

Powering Customer Engagement

VALUE DELIVERED:

• Organizations can focus on their core compentency of selling and servicing their customers

• Leverage Jolt experience and best practices honed from 300+ Salesforce technology engagements PLUS our unmatched domain expertise

• Companies can maximize the value they can realize from Salesforce

CIO Review — 20 MOST PROMISING FIELD SERVICE SOLUTION PROVIDERS - 2018

4.8 Million
Customer interactions improved (annually)

2%
Recognized by Salesforce as top 2% of partners into Partner Service Success Program

300+
Salesforce projects successfully completed

VISIT US ON THE APPEXCHANGE!

SCAN ME

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SERVICEADVANTAGE℠

BUSINESS CHALLENGES
INCREASING SERVICE DEMANDS, LIMITED IT BANDWIDTH OR EXPERTISE

Service organizations are facing increasing customer demands and competitive pressures and are struggling to be successful. In particular, small and medium sized organizations typically have limited IT or operational bandwidth and as a result do not have the necessary infrastructure to support their business objectives and maximize the value they can realize from the Salesforce platform.

SERVICEADVANTAGE℠

APPLICATION SUPPORT AND TROUBLESHOOTING
UPGRADES | HELP DESK

Jolt Consulting Group's **Service*Advantage*** provides a managed services solution for Salesforce users allowing these organizations to focus on their core competence of sales and service delivery. Jolt, in turn, leverages its expertise and best practices collected from 300+ Salesforce technology engagements and Jolt's overarching business expertise in managing service oriented organizations. Jolt acts as an extension of the client's organization for Salesforce application triage, administration, troubleshooting and enhancement support including providing access to a U.S. help desk:

SERVICEADVANTAGE℠ — User Roles, Profiles, Permissions; Salesforce Release Reviews; System Health Checks & Audits; Managing Objects, Fields & Workflows; Maintaining Price Books; Integration Support; Enhancement Hours

• SLAs for Salesforce response and completion
• Review of SLAs and work performed
• Annual report on recommended Salesforce environment changes
• Annual enhancement hours included
• Discount on time and material rate for additional enhancements
• End user training & documentation

SALESFORCE CERTIFIED — Sales Cloud Consultant
SALESFORCE CERTIFIED — CPQ Specialist
SALESFORCE CERTIFIED — Service Cloud Consultant
SALESFORCE CERTIFIED — Field Service Lightning Consultant
SALESFORCE CERTIFIED — Einstein Analytics and Discovery Consultant
SALESFORCE CERTIFIED — Application Architect
SALESFORCE CERTIFIED — Technical Architect
SALESFORCE CERTIFIED — Platform Developer I
SALESFORCE CERTIFIED — Advanced Administrator
SALESFORCE CERTIFIED — Platform Developer II
SALESFORCE CERTIFIED — Community Cloud Consultant