

Cross Cloud

Partners

...Our Path to Success Together

Author: John Vu

Welcome

Cross Cloud Partners

Cross Cloud Partners is a Salesforce Partner operating in the Asia Pacific Region. The company is a dynamic and fast-growing organisation with a mission to enable our Customers to **UNLEASH THE POWER OF POSSIBILITIES** to achieve commercial aspirations through the development and implementation of Salesforce technologies.

We achieve this by providing market leading customer experience, continuous innovation, and agility to deliver at speed. We aim to inspire by demonstrating it is possible to simultaneously deliver happiness to customers, employees, partners and the community in a long-term, sustainable manner

About Us

UNLOCK THE POWER OF POSSIBILITIES

At Cross Cloud Partners, our purpose is simple: to make our Customer **SUCCESSFUL**.

In 2009, our founder joined a company that was disrupting an entire industry and educate the market on the power of the Cloud. That company was **Salesforce.com**. Our mission in Professional Services, to make Salesforce Customer's Successful by demonstrating trust, innovation, outcomes and delivering at speed and agility. Today, we still continue this mission as **Cross Cloud Partners**.

Established in March 2019 we have blaze a trail in Asia Pacific and have established a high benchmark for expertise and professionalism in the Salesforce ecosystem. We aim to inspire by showing it's possible to simultaneously deliver happiness to customers, employees, partners, and the community in a long-term, sustainable way.

We hope that by placing our Customer at the center of everything we do that Cross Cloud Partners will be known as the trusted advisor to Businesses around the world.

Why Us



John Vu is the Founder & CEO of Cross Cloud Partners a Strategic Salesforce Partner based in Australia and Vietnam servicing the APAC Region.

With two decades of Information Technology experience and 10 years at Salesforce in Sydney Australia, John has been responsible for delivering some of the largest transformation initiatives for Salesforce across Government, Banking & Finance, Retail, Telecommunications and Utilities Industry.

Our team members are experienced and certified professionals working across the full suite of Salesforce solutions including Sales, Service, Marketing, Einstein Analytics, Heroku, and Mobile Application Development. We offer our Customers a one stop service and have a proven track record of delivering successful outcomes.

Meet The Team



Australia



Vietnam



HCMC Platform Campfire

65+ ATTENDEES

30 COMPANIES

EMPLOYEE ENGAGEMENT & CUSTOMER LOYALTY



HCMC Customer Circles of Success

25+ ATTENDEES

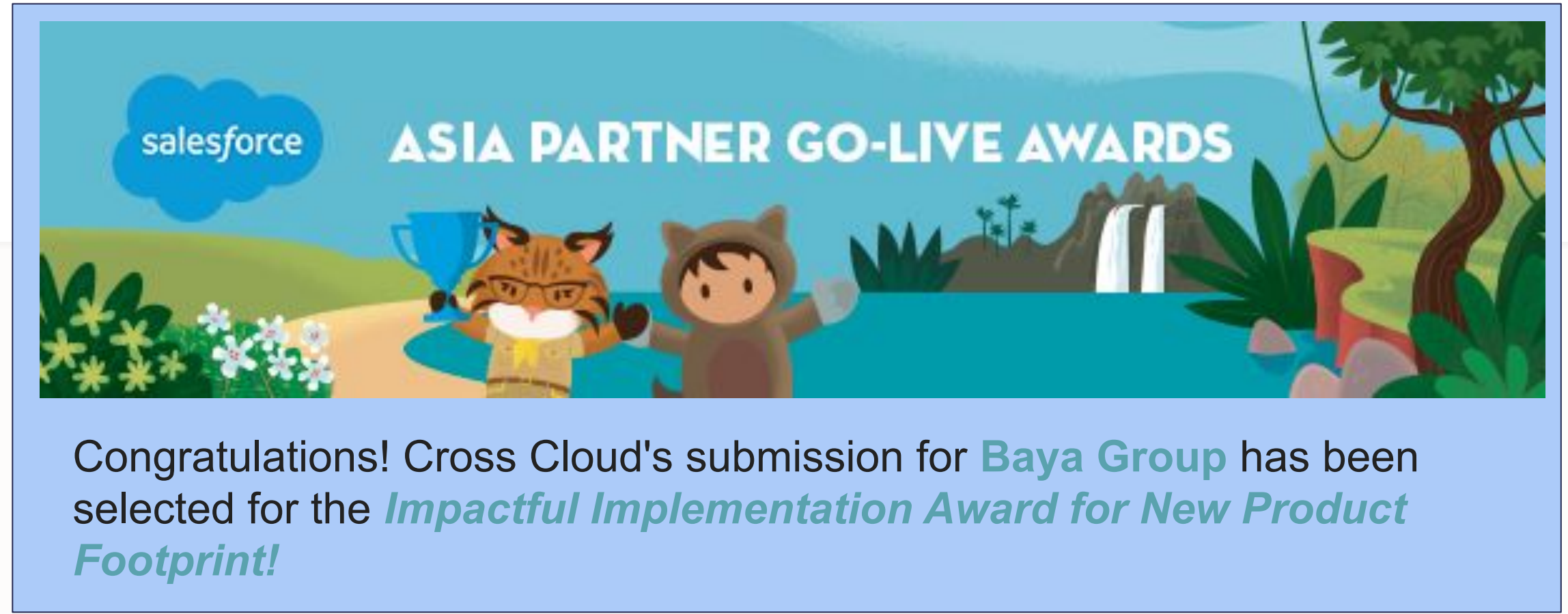
C-LEVEL EXECUTIVES

KNOWLEDGE SHARING & NETWORKING



Customer Success

SALES, SERVICE, PLATFORM



Customer Success

MARKETING CLOUD



CROWN RESORTS



Fulbright University Student Admission & Billing Project



Baya Design Team Customer Engagement

CUSTOMER OVERVIEW



Baya is one of Vietnam's top Furniture Retailer for mid market customers. Being well established for over 12 years with more than 15 outlets, Baya is well positioned to develop its interior design team to focus on working with customers who desire a more personalized service. With an outdated IT infrastructure, the challenge was how to connect the existing customers base with new business model to drive growth.

CUSTOMER COMPANY PROFILE

LOCATION:	Vietnam
INDUSTRY:	Retail, Furniture, Interior Design
Solution(s):	Sales Cloud, Quip
GO LIVE DATE:	5th September 2019

Customer Challenge

- Baya Project Team manage the Customer lifecycle from acquisition to completing the project manually, using Hubspot and Google Sheets. This results in:
 - Lack of a centralized and synchronous system to manage the end-to-end workflow from new Customer acquisition to proposal submission.
 - Lack of single Customer view to enable management reporting and business decision-making
 - Lack of team collaboration
 - Lack of KPI evaluation and Business Intelligence
 - Low connection to other channel such as Retail and E-Commerce
 - Business Model was difficult to scale up
- Collaboration between Design Team and Customer were done through emails and social chats resulting in lack of transparency and inefficiencies in communication and time wastage

Solution

- Reimagined Customer engagement between Baya Sales, Designers & Consumers from prospecting to completion of design specifications
- First-time Quip used in an innovative use case for Designers to collaborate with Customers on their design project
- Sales Management
 - Capture & manage Leads from web, social and store
 - Allow Sales Managers to see Project Team progression through Quip Integration on the Opportunity
- Quip Collaboration
 - Reduce time-frame to finalise 2D & 3D designs by enabling Customers to provide real-time feedback to Baya within a live document
- Reduce communication via email, Skype, Zalo & WhatsApp which were not auditable by Baya and difficult for team to see history of interaction

900%

ROI of initial investment within 3 months of Go-Live

3 times

win rate increase from 25% to 75%

128%

increase in account acquisition

GGINL HRMS Recruitment Project

Dear John,

As we all navigate through the difficult times posed by COVID-19, I would like to provide you with some positive updates and words of appreciation for the CCP team in charge of F3 Talent application.

We have completed final rounds of production environment testing for both Careers Website and the F3 Talent application on Salesforce. In addition, we have also developed role based training materials that are scenario based. Unfortunately, we are able to only conduct the training post 20 April due to the inconveniences brought by COVID-19 (all our staff are placed on WFH arrangements and some will face network issues for web training).

F3 Talent can be accessed through the following links:

Careers Webpage: <https://gginipponlife.secure.force.com/positions/>

Salesforce App: <https://gginipponlife.my.salesforce.com/>

This project is not any run of the mill IT project. For GGI Nippon Life, this represents a significant milestone in our digital transformation roadmap. Using Salesforce, we are able to truly digitize our end to end recruitment activities and reap the maximum benefits of the SaaS platform. Salesforce not only gives us a platform for success, but also gives our team the chance to reinvent processes and approaches to problem solving. As we speak, our teams are already building on the success of F3 Talent to develop SAM, GGINL's digital Sales Activity Manager for our sales representatives.

I would like to give special thanks to Jithesh, who has worked tirelessly over the past eight weeks to ensure the system is fit for purpose. Jithesh and team had to overcome the multiple challenges of remote collaboration, cultural differences, time zone differences and tough client demands over the course of the project. He has shown great patience and was always ready to share his experience and ideas to make sure our solution becomes a better one with each iteration.

We will seek to close the project officially once the user trainings are completed on Week of Apr 20. Please accept my sincere apologies for the delayed go-live date.

Again, kudos to the CCP team. Stay safe and hope to meet all of you in person when the world recovers from the COVID-19 pandemic. Thanks.

Regards

Kian Wee, Division Head, Strategy and Product Marketing

Fulbright University Customer Satisfaction Survey



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JOHN VU
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Customer Contacts

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Cross Cloud Partners (CCP) was actually a life saver for our decision to make Salesforce a platform to manage the whole student life cycle in our university.

Ha Nguyen, Head of IT

Customer Satisfaction Survey

Survey Response: 12/17/2019

Customer Satisfaction Rating: **9.71** out of 10

Survey Sent To: Executive Sponsor

Please rate the consultant's skill set. **9.0**

Please rate the initial project scoping for price and deliverables timeline. **9.0**

Please rate the initial expectation setting for customer participation. **10.0**

Please rate the communication between consultant and customer. **10.0**

Please rate the adherence with project timeline. **10.0**

Please rate the value of project delivery. **10.0**

Please rate the process for documentation, training, and hand off. **10.0**

Please tell us, in your own words, about your experience of the implementation that prospective clients might find helpful before selecting a partner.

Cross Cloud Partners (CCP) was actually life saver for our decision to make salesforce a platform to manage the whole student life cycle in our university. the previous partner implemented so poor that they left us a mess thus our users was thinking of replacing salesforce with something else. CCP not only implemented new features and fixed the mess but helped regain confidence from users as well.

Thank You

Get in touch with Cross Cloud Partners

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