OBJECTIVE

To consolidate business operations from manual and silo applications to more scalable, flexible, and robust CRM systems like Salesforce so the client can design, develop, and manage their business requirements and achieve operational excellence.

CHALLENGES

➢ Defining clear requirements from the original scope took more time than anticipated and involved multiple iterations divided into two phases for smoother delivery.

➢ Getting the right skills for non-profit development. Our team had to work and coordinate with different vendors like Gravity, Zapier, etc. for successful integration.

APPROACH

We implemented the Agile Methodology to develop and deliver client expectations in sprints.
The 5D approach involves:

➢ Understanding the client's requirements and planning to implement a suitable solution.

➢ Building an integration solution to consolidate the business operations from manual and silo applications to a Salesforce CRM system by creating separate Lightning components for each module.

➢ Testing the solution through several different scenarios to ensure smooth performance and efficiency.

➢ Organizing a solution demo and review session with our client regularly.

➢ After the final review, we handed over the project.

BUSINESS BENEFITS

➢ Our client was able to consolidate operations from manual and silo applications to a more scalable, flexible, and robust system (Salesforce).

➢ Better interface to design, develop, and manage client's business requirements towards achieving operational excellence.

CLIENT FEEDBACK

"We contracted CloudQ to develop our data management system. We were seeking a comprehensive system that would increase efficiency and enhance our data tracking. CloudQ has been professional, thorough, and accommodating. Communication is strong as we always know where we are in the process."

INDUSTRY

Non-profit Community Culture

CUSTOMER PROFILE

US based non-profit with more than 55 years of experience enabling all young people to reach their full potential as productive, caring, responsible citizens.

TECHNOLOGY AND TOOLS

- Apex Classes and Triggers
- Aura Components & LWC
- REST API Integration

ABOUT CLOUDQ

CloudQ helps companies succeed by consulting, implementing solutions, and providing certified professionals. We're one of the INC 5000 fastest-growing private companies, and we're based in Alpharetta, GA. We specialize in cloud-based technology implementation and are a Silver Consulting partner with Salesforce and have a transparent, highly-efficient, customer-centric business model.

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