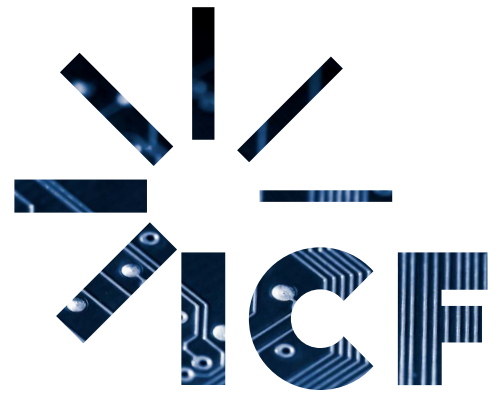


→ Accelerate mission outcomes.



ICF is a Salesforce SUMMIT partner—the highest implementation tier—and public sector industry expert with more than 100 federal applications that help agencies achieve mission-critical goals.

We combine deep domain knowledge and unmatched Salesforce expertise to rapidly build solutions that help federal agencies optimize customer service, citizen and partner collaboration, enterprise data management, and transparency across functional areas.

## A leader in Salesforce solutions at scale

### Salesforce expertise

Our trained configuration and implementation experts evaluate current state and recommend a course of action to rapidly and fully realize the benefits of digital modernization through Salesforce.

### Domain knowledge

Systems don't work in a vacuum. Our team of subject matter experts understand your enterprise data, domain, workflows, and context. We combine our knowledge of grants, license, and permit management with technology expertise to create solutions that thrive in your environment.

### Bespoke applications

We eliminate technology silos and rapidly migrate legacy systems to cloud-based business platforms. Our Digital Services Center (DSC) provides patterns for enterprise delivery including practices and tenets that can be tailored to your specific needs.

### Rapid implementation

We drastically reduce implementation time and operating and licensing costs by leveraging proven, modern frameworks that host transitioned processes. We rapidly build agile applications that address unique business needs, span functional silos, and improve performance.

### Scaled delivery

Agencies need project delivery and the ability to replicate success across teams and geographies. We perform at scale and directly align with your evolving mission strategy.

## Digital modernization capabilities

### End-to-end project delivery

We support Agile and iterative delivery, seamless integration with enterprise technology, and cloud and on-site deployments.

### Complex business solutions

We're experts in automation, grants, license and permit management, and employee services for the federal government.

### Cost savings

We drastically reduce operating and licensing costs by leveraging proven, modern frameworks that host transitioned processes.

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Learn how we leverage Salesforce to accelerate mission outcomes.

[Talk to an expert.](#)

**300+**  
Salesforce  
certifications

**80+**  
projects  
completed

**100+**  
Salesforce-certified  
experts

## Unmatched expertise

Our Salesforce expertise spans key federal processes including:

**Case management**

**Financial assistance**

**Grants management**

**License and permit management**

## Our Salesforce partnership at work

### Salesforce Center of Excellence (CoE)

Our Salesforce CoE is a defined and implemented CoE model that offers integral change control, release management, and best practices that elevate our application development process.

### Leading the way for IT modernization at the USDA

We implemented low-code Salesforce applications for the United States Department of Agriculture (USDA) and supported the creation of their Digital Services Center (DSC).

In partnership with internal agencies, we assisted with digital cloud platform adoption and DSC growth—expanding the single Salesforce application to more than 50 applications across 15 internal USDA agencies. [Read the full story here.](#)

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