



FACT SHEET APEXON & SALESFORCE

SALESFORCE OPERATIONAL EXCELLENCE



Build your Salesforce Center of Excellence to drive business agility, lean governance, and best practices on the world's #1 CRM platform

THE CHALLENGE WITH OPERATIONAL EXCELLENCE

Choosing to adopt a new CRM within your organization is a great step towards overall digital transformation. But it won't be meaningful unless it's successful. Getting buy-in from your team members, aligning them with desired outcomes, and reaching ROI targets is critical to achieving operational excellence. This all begins with the right technology and training.

With the help of Salesforce and Apexon, you can achieve operational excellence. Our team, composed of Salesforce certified trainers and architects, business strategists and organizational experts, will help you create a culture of best business practices and widespread Salesforce adoption for maximum return on investment. We train team members on proper delivery standards and processes, provide end user support, and impart education to promote a broader transformation plan. Operational excellence is possible with the combined power of Apexon and Salesforce.



ADVISORY OFFERINGS



SALESFORCE ADOPTION

The Salesforce adoption journey begins with understanding adoption issues and ends with continuous monitoring of success via KPIs. Apexon will partner with you to reinforce techniques that drive adoption, training your executives, managers, and end users with a 30-60-90-day activity plan.



SALESFORCE ARCHITECTURE ASSESSMENT

In as little as two weeks, Apexon's certified consultants will build a custom roadmap to achieve your key objectives through optimization of the Salesforce platform. A Salesforce Architecture Assessment includes four phases where planning, evaluation, and decisions culminate in Salesforce improvement recommendations.



SALESFORCE ORG STRATEGY

Growth in the number of Salesforce Orgs across the enterprise can jeopardize the Salesforce value model. Apexon uses one of three proven approaches to optimize the use of Salesforce orgs within an enterprise.



ORGANIZATIONAL CHANGE

Effective organizational change management (OCM) is a critical component of a broader transformation program strategy. We'll work closely with your teams to define new roles and competency requirements, and map out individual and team transition plans.



SALESFORCE CENTER OF EXCELLENCE

Your product owners will ensure prudent investment and consistent delivery of Salesforce capabilities. Apexon's certified consultants will partner with your organization to create an approach and framework to efficiently manage, maintain, and enhance the Salesforce platform. Depending on your company's size, we'll tailor your COE setup through four phases: stakeholder engagement, solution creation, quality delivery, and stability assurance.

ACHIEVE OPERATIONAL EXCELLENCE WITH APEXON

Apexon's team of experienced operational professionals and Salesforce certified consultants can help smooth out the adoption process and support your CRM journey from end to end.

We're here to partner with your key stakeholders to uncover opportunities to optimize your organizational strategy, improve the Salesforce user experience, and realize true operational excellence. Let's work together to create a culture of excellence like never before.



Apexon is a pure-play digital engineering services firm focused on helping companies accelerate their digital initiatives from strategy and planning through execution. We leverage deep technical expertise, Agile methodologies and data-driven intelligence to modernize systems of engagement and simplify human/tech interaction.

We deliver custom solutions that meet customers' technology needs wherever they are in their digital lifecycle. Backed by Goldman Sachs and Everstone Capital, Apexon works with both large enterprises and emerging innovators – putting digital to work to enable new products and business models, engage with customers in new ways, and create sustainable competitive differentiation.

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FEELING SOCIAL?

