akaCRM
a division of SIG

Your Go-to Partner for Salesforce® and Conga® Service

salesforce.org
PREMIUM PARTNER
North America

conga
Gold Partner

akaCRM is the Salesforce Services division of Strata Information Group. We provide comprehensive strategy, implementation, and managed support services for Salesforce®, Conga®, and leading ecosystem application providers. Our services include support for the Salesforce Sales Cloud, Service Cloud, Experience Cloud, Marketing Cloud, Pardot, Education Cloud, Health Cloud, and Nonprofit Cloud as well as Conga Document-based Automation and Contract Lifecycle Management (CLM).

SERVICES

- **Strategy Services** Requirements planning and documentation, road map planning, prototyping, change management, best practices, and business process improvement

- **Implementation Services** Discovery, configuration, data services, integration services, application development and training

- **Managed Support Services** Assisted or outsourced Salesforce administration, supplemental administration, training

STAFF

- Certified Salesforce and Conga Staff

- 17+ years average ecosystem experience for Senior team & 11+ years experience for entire team

- Staff located across multiple time zones

- Background checks on all staff

- All client-facing consultants that have worked at akaCRM for more than a year are Trailhead Rangers

- Salesforce.org Partner Advisory Board Members

EXPERIENCE

- Top Tier PREMIUM Partner
- Salesforce & Conga Partner since 2009
- Over 3,100 Salesforce-related initiatives
- Over 110,000 hours of professional services provided
- Strong Customer Satisfaction Scores
- Sales Cloud Level II Specialist
- Service Cloud Level II Specialist
- Education Cloud Level II Specialist
- Nonprofit Cloud Level II Specialist
- Customer 360 Platform Level II Specialist

INDUSTRY SUPPORT

Support for a broad array of industries including:

- Agriculture/Environmental
- Business Services
- Consumer Products
- Education
- Energy
- Financial Services
- Healthcare & Life Sciences (MedTech)
- Legal (CLM)
- Manufacturing & Equipment
- Media/Telecom
- Nonprofits
- Real Estate/Construction
- Software & Technology
- Transportation

CUSTOMER SATISFACTION

- Strong client reviews on the AppExchange ★★★★★ **5 STAR**
- Majority of clients are repeat engagements beyond initial project

Customer Testimonials

"We have been a client of akaCRM for several years now. Our akaCRM consultant is always willing to look into ways to address our very specific requests and is very responsive when emergencies arise."

— ***Dawn DeFallo***, *Speaker Conference Partner Coordinator, Franciscan University of Steubenville*

"My consultant is prompt, professional, and great to work with. I have been impressed with the level of service and transparency of akaCRM. I am pleased we went with akaCRM and Conga."

— **April Pope**, Counsel, Nutraceutical Corporation

"akaCRM is a true PARTNER to work with! They have gone above and beyond for me over the last two years; they lead with value and give more than is necessary. I feel lucky to have akaCRM helping with value added insights and Salesforce expertise any time we ask. Highly recommend Partner."

— **Brian Smits**, Partner Marketing Director, Conga

SALESFORCE SERVICES

Salesforce® Services
- Sales Cloud
- Service Cloud
- Experience Cloud
- App Cloud (Force.com)
- Marketing Cloud
- Pardot
- Education Cloud
- Health Cloud
- Nonprofit Cloud
- Lightning Experience
- Org Consolidations
- Integrations
- Data Services

Salesforce® Feature Experience
- Salesforce Anywhere
- Salesforce Connect
- Salesforce Engage
- Salesforce Inbox
- Salesforce Maps
- Salesforce Shield
- Lightning Dialer
- LiveMessage
- Bots & Digital Engagement
- Education Data Architecture (EDA)
- Admissions Connect (AC)
- Student Success Hub (SSH)
- Nonprofit Success Pack (NPSP)
- Financial Services Cloud (FSC)
- Health Cloud
- High Velocity Sales (HVS)
- K-12 Architecture Kit
- Slack
- Work.com

salesforce PARTNER SINCE 2009

CONGA SERVICES

- Collaborate
- Composer
- Sign
- Contracts
- Contracts for Salesforce
- Grid
- Orchestrate

conga

Gold Partner

PARTNERS

- Salesforce.com
- Salesforce.org
- Blackthorn.io
- BrightLeaf
- Causeview
- Centro
- Conga
- FormAssembly
- Formstack
- Hellosign
- Kugamon
- LingK
- Mogli
- OnceHub
- OwnBackup
- Prolifiq
- RIVA
- Spanning
- TaskRay
- Verified First
- Wealth Engine

Ver. 20220316

Schedule your free conversation today:
https://go.akacrm.com/nextstep

akaCRM a division of SIG