Creating domain-specific Salesforce solutions

Delivering personalized, data-driven and omnichannel customer experience

Every business is unique and has different user personas, processes, data models, and landscape systems.

Organizations need domain-specific Salesforce solutions to speed up the time to value, ensure high user adoption, and drive personalized and contextual customer conversations.

Nagarro's Salesforce practice

2012 Practice Inception	
600+ Consultants	
1300+ Certifications	
85+ Clients	
15+ Countries with active projects	
200+ Projects delivered	
4.9/5 Saleforce Appexchange Rating	

Serving customer across domains

Travel & logistics	Manufacturing
Life sciences & healthcare	BFSI
Energy & utilities	Media & publishing
Non-profit & education	Public sector
Retail and CPG	Automotive
ISV	Telecommunications

Offering end-to-end Salesforce services

Enterprise consulting
- Platform evaluation
- Roadmap definition
- DevOps advisory
- Process blueprinting
- Mergers & acquisitions
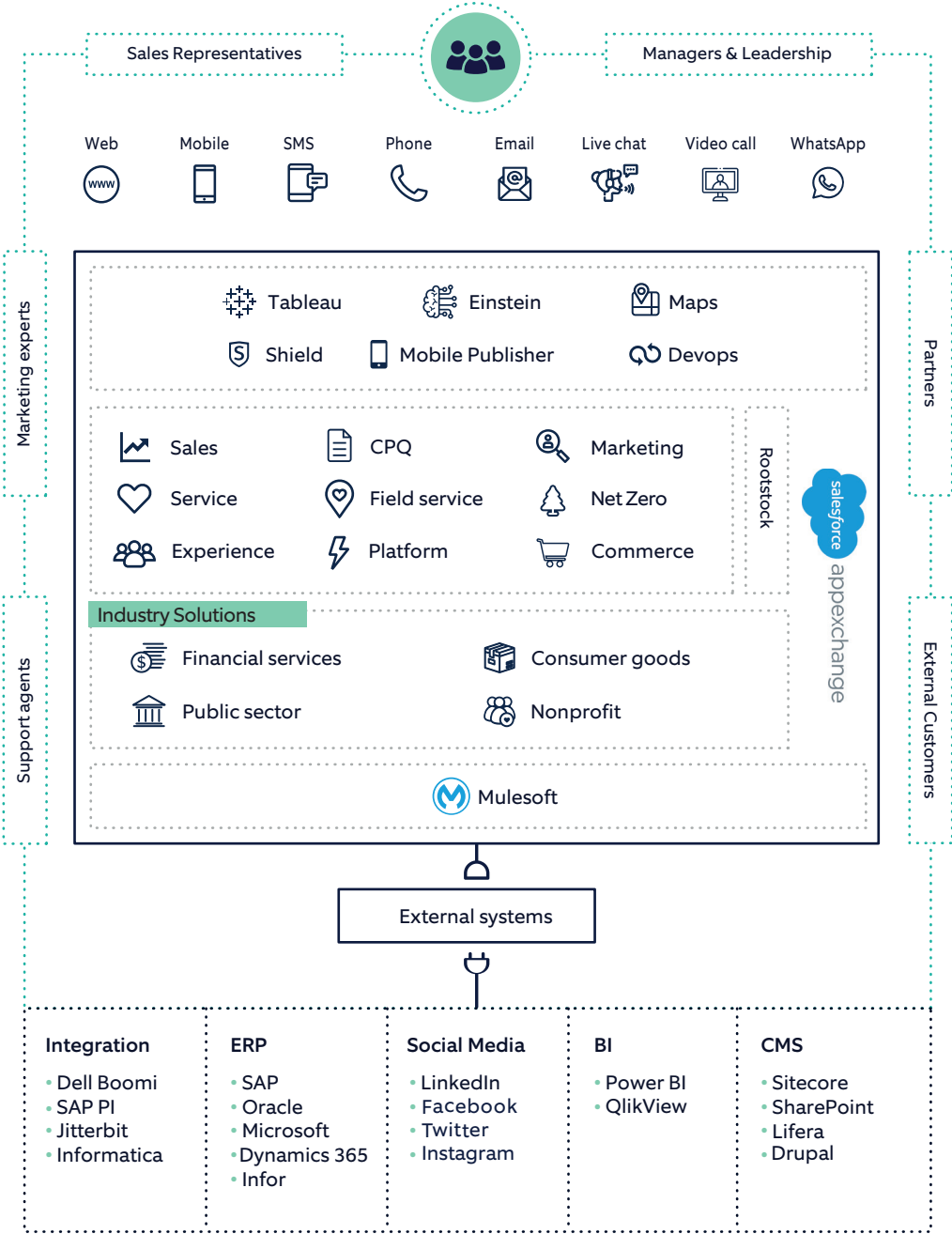- Integration framework

Product engineering
- MVP creation
- Analytics & AI
- DevOps setup
- Product development
- Salesforce org merge
- Enterprise integration

Support services
- Managed services
- Admin support
- Platform improvements
- Professional services
- Technical support
- Change management

Enabling our clients to build a connected ecosystem

Sales Representatives

Managers & Leadership

| Web | Mobile | SMS | Phone | Email | Live chat | Video call | WhatsApp |

Marketing experts

Partners

- Tableau
- Einstein
- Maps
- Shield
- Mobile Publisher
- Devops

- Sales
- CPQ
- Marketing
- Service
- Field service
- Net Zero
- Experience
- Platform
- Commerce

Rootstock

salesforce appexchange

Industry Solutions

- Financial services
- Consumer goods
- Public sector
- Nonprofit

Support agents

External Customers

- Mulesoft

External systems

Integration	ERP	Social Media	BI	CMS
• Dell Boomi	• SAP	• LinkedIn	• Power BI	• Sitecore
• SAP PI	• Oracle	• Facebook	• QlikView	• SharePoint
• Jitterbit	• Microsoft	• Twitter		• Lifera
• Informatica	• Dynamics 365	• Instagram		• Drupal
	• Infor			

Success stories

Leading logistics services provider

Created a digital freight marketplace for shipment booking management, implemented Sales and Service Cloud with digital customer engagement and leveraged MuleSoft for seamless integration with enterprise systems to reduce the shipment booking time from hours to minutes.

- Sales Cloud
- Experience Cloud
- Service Cloud
- Marketing Cloud
- Einstein
- Mulesoft

Global manufacturer of access solutions

Unlocked the power of Salesforce platform by defining core product, designing MVP, and scaling the Sales, Service, CPQ, and Community implementation in 10+ countries, leading to standardized processes, better collaboration, and high user adoption.

- Sales Cloud
- Experience Cloud
- Service Cloud
- CPQ

Financial services company

Digitalized end-to-end processes for car, home, business, and instant loans, with a partner portal to submit leads. Enabled integration with 15+ third-party systems through Apigee middle-ware and provided a comprehensive reporting, leading to shortened loan cycle and more sales opportunities.

- Sales Cloud
- Experience Cloud

Leading facility management provider

Implemented Salesforce Net Zero Cloud by configuring emission sources and calculation factors, standardizing data capture, and customizing carbon footprint reporting and dashboards at the company/geography/business unit level, leading to faster data collection, easier reporting, and data-driven decision making to drive carbon neutrality.

- Sales Cloud
- Net Zero
- Tableau

Key benefits delivered

30%
Reduction in service ticket resolution time

70%
Reduction in deployment failures

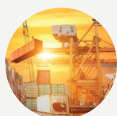**60%**
Reduction in shipment booking time

8 days to 1 day
Reduction in rollout time

5 days to 5 hours
Optimization of partner onboarding

Our key Salesforce solutions and accelerators

Digital freight marketplace
End-to-end platform for transportation & logistics domain to find routes, get quotes, make bookings, manage documents, real-time tracking, self-services, and data-driven analytics.

Assisted reality based service
Streamlines communication between field agent and remote expert by leveraging video assist framework for video calling, sharing documents, image telestration, call recording, etc.

Loan origination solution
Enables multi-channel request creation, application verification, eligibility check, credit check, loan sanctioning, collateral verification, agreement generation, and, disbursement.

Airline sustainability platform
Generates investor-grade data by capturing emissions in Scope 1, 2, and 3 to create sustainability reports and dashboards for business travel, waste management, and climate action.

Global rollouts
Ensures smooth, configurable, and speedy global rollouts. The solution automates rollout functionality with just one click on tabs such as - user & roles, queues, list views, teams, reports, and more.

Account planning
Enables sales team to create account strategy, business development initiatives, action plan for key accounts, highlighting risks and identifying remedial action, and dashboard to analyze KPIs.

nagarro

Interested? Just drop us a note at:
salesforce@nagarro.com

Scan the QR code to know more about Nagarro's Salesforce expertise.

We are shaping the company of tomorrow

Nagarro is a global digital engineering leader with a full-service offering, including digital product engineering, digital commerce, customer experience, AI and ML-based solutions, cloud, immersive technologies, IoT solutions, and consulting on next-generation ERP. We help our clients become innovative, digital-first companies through our entrepreneurial and agile mindset, and we deliver on our promise of thinking breakthroughs.

We have a broad and long-standing international customer base, primarily in Europe and North America. This includes many global blue-chip companies, leading independent software vendors (ISVs), other market and industry leaders, and public sector clients.

Today, we are over **17,000 experts** across **32 countries**, forming a Nation of Nagarrians, ready to help our customers succeed.

(Status: September 2022)