

# GET TO KNOW CLOUD GIANTS

What does a successful Salesforce partnership look like? With over 1,700 Salesforce consultants offering to help “Drive Transformational Experiences,” “Innovate at Scale,” and even “Dream Bigger,” you’re blessed with options. So how do you know a particular partner will be the *best* one for your team and business?

On paper, most Salesforce consultants look very similar in terms of what they provide. But just as important as “what” a partner delivers is “how” they deliver. At Cloud Giants, our “how” is evident in our core values of People First, Continuous Curiosity, Keep it Simple, Be Thankful, The Right Solution, and Have Fun.

**I INVITE YOU** to get in touch to learn more about what that means, and see if we’d be a good fit for your team.



**KELLY PFROMMER**  
Founder & CEO

## OUR APPROACH

Cloud Giants is the trusted Salesforce partner for a wide range of industry-leading corporations and non-profit organizations including Epic Games, Grifols, Circle K, SolarWinds, Rapid7, and Habitat for Humanity. Our approach is shaped by our core values, and characterized by collaboration & co-development, communication, and simplicity.

### Collaboration & Co-Development

Cloud Giants emphasizes coaching and mentoring the teams we work with, teaching best practices and sharing the knowledge that we have gained over hundreds of engagements. We know that when our client partners are engaged and expanding their skills, great outcomes follow.

“We want to be equipped to do as much as we can, and [our Admin] has learned a lot from your team. We have ownership over our system, but we also have a good partner when we need complex solutioning, or have questions about doing something in the best way possible.”

— EMMA JONES | EXECUTIVE VP, CREDO

### Communication

With Cloud Giants, you’ll always know where things stand. Documentation is never an afterthought, because it’s critical to scalability and long-term success. We’ll always give it to you straight, and obsess about getting to the right solution, together.

“What stands out about Cloud Giants is how they deliver information. Their documentation is exceptional, and they have a very diplomatic and tactful way of presenting the pros and cons of various options. Cloud Giants helps us make educated decisions quickly and determine the best path forward.”

— CANDICE GERVAISE | SALESFORCE TEAM MANAGER, RALEIGH-DURHAM BASED TECHNOLOGY COMPANY

### Simplicity

Cloud Giants doesn’t overbuild or add complexity for complexity’s sake, and we minimize custom development to ensure your solution is scalable and extensible. We talk in simple, common language and avoid jargon to ensure everyone is on the same page.

“Simplicity has been at the core of our engagement and every solution that’s been developed for us. Distilling complexity—not only of technical solutions, but business processes as well—has been critical.”

— AMANDA GUNTER | SENIOR DIRECTOR, DIGITAL LEARNING AND CULTURE, PAEA

## OUR FOCUS

Everything we do starts with an understanding of your quantifiable business goals, and designing the end-user experience that will enable the desired results.

**That focus has helped our clients achieve:**

# 42%

decrease in  
quoting mistakes

# 100%

decrease  
in support calls

# 200%

reduction in time to  
create a new opportunity

### Already Using Salesforce?

**For companies who want to get more out of their existing Salesforce investment,** Cloud Giants offers Expert as a Service, a team-based approach to delivering impactful, iterative Salesforce breakthroughs while providing coaching and training for admin teams.

From reducing clicks to fully automating processes, Cloud Giants can help identify opportunities to improve the seller experience, reduce customer effort, and minimize technical debt.

### New to Salesforce? Or exploring a new Salesforce Solution?

**For companies who are new to Salesforce or plan to adopt a new Salesforce product,** Cloud Giants supports product selection, business process modeling, requirements gathering & definition, configuration & custom development execution, user adoption & training, and post go-live support.

From improving your Quote to Cash processes leveraging Configure, Price, Quote (CPQ), to better engaging customers and partners through Experience Cloud, Cloud Giants supports a broad range of business objectives.

## ABOUT

Cloud Giants is a leading Salesforce Consulting Partner headquartered in North Carolina's innovative Research Triangle Park. We help our clients drive revenue and engagement, and maximize their investment in Salesforce by guiding, educating and uplifting their company's people to fully own the platform from start to finish. We are focused on providing long-term value to organizations and know that as a partner in digital transformation, there is no finish line, only constant advancement towards your goals.

Cloud Giants team members have served as Product Owners, System Administrators, Solution Architects, and Business Analysts for companies across multiple industries using the Salesforce platform. We tailor our work to each client's needs, implementing and optimizing solutions that align with their specific business goals.

### Core Salesforce Specialties include:

- » Configure Price Quote (CPQ)
- » Experience Cloud
- » Sales Cloud
- » Service Cloud
- » Pardot

## CURIOUS?

Contact us to learn more about how we can work together.

 [cloudgiants.com](https://cloudgiants.com)

 [info@cloudgiants.com](mailto:info@cloudgiants.com)

 919.578.7711