



# Redefined Salesforce Experience With Damco's Managed Services

Flexible. On-Demand. Responsive. Focused



**Congratulations on your Salesforce implementation** rollout and getting onboarding to the world's best customer success platform. While half of your job is done but to successfully advance your business goals further and ensure you make the most of your Salesforce investment, your Salesforce platform must promise uninterrupted availability, high adaptability, utilization and great user experience. However, ensuring ongoing maintenance and customizations without business disruption can be a challenging task, needless to say a resource-demanding cost-centric process. On top of it, hiring professionals who are skilled to maintain and modify the platform per evolving business needs can be a nightmare; Salesforce talent shortage is real! Companies around the world are facing the Salesforce talent shortage, causing multiple **business challenges**.

### Business Challenges

- Lower sales productivity due to **performance issues**
- **Interrupted business** processes
- **Absence of updated system** for evolving business needs
- **Overburdened in-house IT teams**
- **Low user adoption** due to challenges that take long time to address

### Solution: Salesforce Managed Services

Reimagine your current Salesforce experience with Damco's Salesforce Managed Services – a flexible, robust, and responsive solution to maximize your Salesforce investment.

Customized services to meet specific client needs. As a **Salesforce Crest (Gold) Consulting partner**, our highly skilled Salesforce experts ensure proactive platform management to boost efficiency and ensure high levels of adoption and utilization.

We ensure that the enhancements are taken up well in time and rolled out to avoid any delays impacting productivity or loss of business opportunities.



## A Customized Solution for You

We offer a unique blend of tailored and affordable Managed Services sized right for your specific business needs; eliminating headaches for you while keeping your valuable tools updated and optimized. We make sure your mission-critical Salesforce environment is running smoothly and at peak efficiency so your team can focus on more important revenue-generating tasks.

We deliver Salesforce application maintenance and support for your existing implementations, including administrative, development and business consulting services as well as newer product rollouts on existing Salesforce instance.



### Continuous Salesforce Management

- Ensuring continuous improvement
- Optimization
- Customization
- Integration with other systems
- Periodic performance check



### Implementation Monitoring

- Identifying problem areas early
- Timely suggesting optimal solutions
- Regular audits to validate implementation outcomes and areas of improvement



### Salesforce Customization

- Develop and customize Salesforce platform
- Extended functionalities and new components
- Consistent performance via streamlined processes



### Salesforce Service Management

- Extensive support and training
- Speedy and efficient customer service
- Smarter decision-making through a 3600 view of Salesforce services





## To Deliver Business Benefits



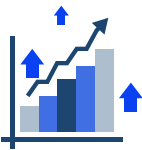
### No Skill Shortage

Scale up and down your team without hiring. Get ready access to resources who are exposed to critical and complex scenarios and can get up and running with minimum ramp up time.



### Deliver More

Free up your existing IT team and CRM Champions who can focus on other mission critical processes to grow the business.



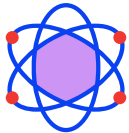
### Accelerated Business

Resolve critical and complex problems faster and get more from your Salesforce investment.



### Save Significant Cost

Cost-effective solution underpinned by Pay-As-You-Use model with very low upfront commitments



### Be Future-ready

Proactive and innovative solutions to improve the processes and forward-looking ideas to prepare for unique critical scenarios.

## Through Partnering for a Difference – Damco’s Capabilities

Direct Access to Expertise



On-Demand Service



Access to Unlimited Support at Multiple Levels



Deep Salesforce Partnership, Multiple Product Expertise and Process Orientation





**We Are a Crest(Gold) Consulting Partner of Salesforce** with core competencies offering a broad array of services through a global delivery model.



**We Understand Customer Relationship Management:** We have been delivering comprehensive, responsive on-premise and cloud CRM application support, managed services, and consulting for around 20 years. Our longstanding proficiency with the most popular commercial CRM software technologies translates well into the Salesforce landscape which includes consulting services and product customization portfolio spanned across Sales Cloud, Service Cloud, Marketing Cloud, Experience Cloud, Pardot, Field Service Lightning, Einstein Analytics, and MuleSoft.



**We understand Your Industry:** We have strong expertise in driving digital transition through Salesforce services across 15+ industries including Insurance, Financial Services including Fintech, Retail, Manufacturing, Real Estate, Non-Profit, Professional Services, Healthcare, Logistics, Education, Technology Services and more.



**Our Services Are Proven and Trusted:** Our industry standards and deep expertise have earned us the trust and loyalty of more than 80 organizations globally exclusively within our Salesforce Practice. We have built a reputation as a trusted partner that helps customers maintain, secure, and expand stable systems through periods of organizational growth, course correction, or turbulence.



**But We Are More Than Just Salesforce Experts:** We understand how CRM should fit into your enterprise-wide strategic roadmap, and our practice combines deep Salesforce expertise with extensive business and process acumen. Apart from resolving system issues and recommending solutions, we co-create accelerators to achieve business objectives in ways that Salesforce-only service firms cannot match.

Like what you see?

Get in Touch

**Damco Solutions Inc.**

2 Research Way, Princeton, NJ 08540, USA

+1 609 632 0350

info@damcogroup.com

www.damcogroup.com

USA

UK

UAE

Luxembourg

India