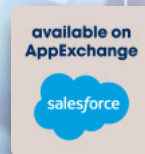


Damco Salesforce Practice

Maximize Your Salesforce Possibilities



Introduction

Businesses around the world have chosen Salesforce to drive innovation, efficiency, and bring digital the future to their customers. When it comes to getting the most out of this powerful platform experience matters. With Damco as your technology partner, you leverage our more than two decades of experience in IT services and cloud-based enterprise solutions for bringing transformational changes across industries. Our lineage of business consulting and deep industry knowledge enable us to scale Salesforce solutions rapidly—helping you accelerate your journey to new value and growth.

Being a Gold Consulting partner, Damco has built comprehensive Salesforce capabilities in CRM consulting, migration, integration, implementation, maintenance and support. With 30+ Salesforce certified consultants; a wide range of domain expertise, 60+ delivered projects, and technical excellence in enterprise app development (Force.com), our partnership drives your next-gen business disruption. Our Salesforce deployment experience runs across industries – Healthcare, Financial Services, Insurance, Manufacturing, Professional services, Hi-tech, Non-Profits, Real State and Property Management, and more!

Salesforce Practice Highlights



Center of Excellence

Salesforce Gold Partner, 60+ Successfully Delivered Projects, 30+ Salesforce Certified Consultants Onboard, 400+ Person Years of Experience in Salesforce, a Wide Range of Domain Expertise, Customer CSAT of more than 5/5.



Service Offerings

Process and Domain Consulting, CRM Assessment, Migration, Implementation, Customization, Integration, Custom App Development, Analytics, Application Rationalization and Modernization, Managed Services, Force.com Programs, User Training, Support and Maintenance.



Technical Competency

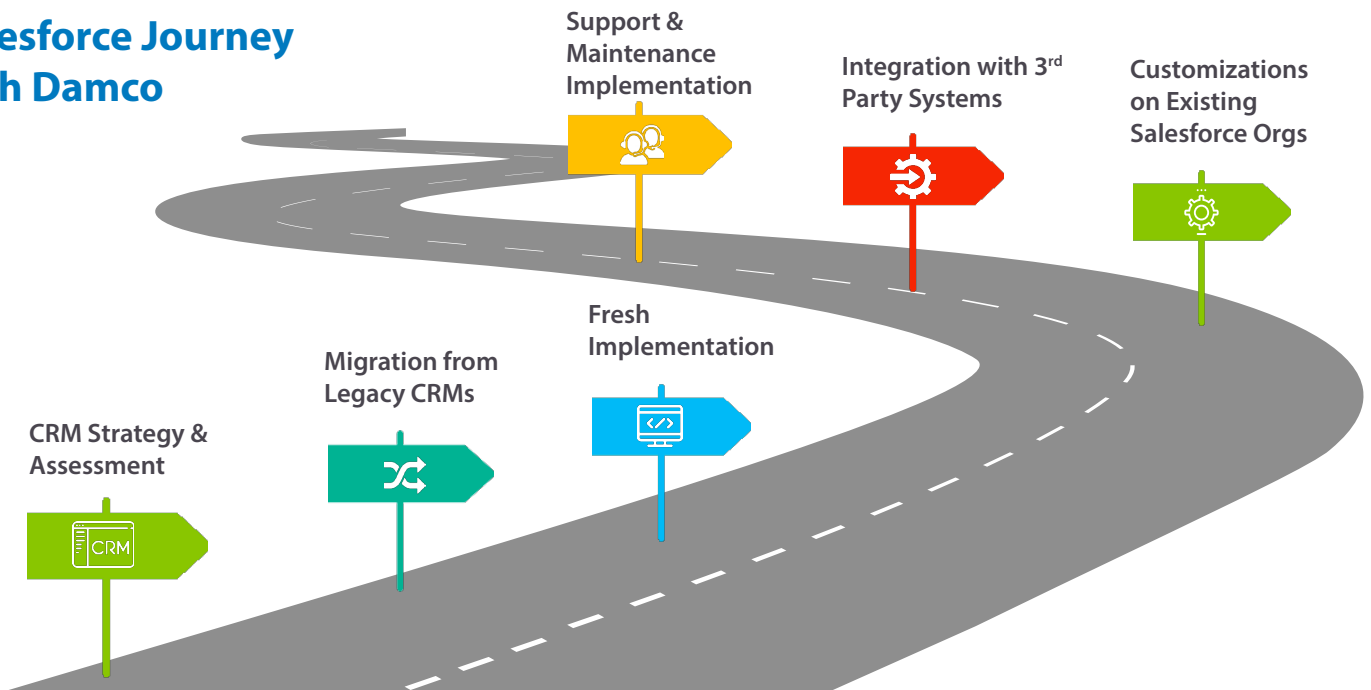
Hands-on experience on major Salesforce Product portfolio including Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Pardot, Field Service Lightning, Einstein Analytics and MuleSoft.



Strong AppExchange Portfolio









Successfully launched multiple AppExchange products—OptimaPro, TimeSlatePro, PostObjectPro, AddressFinder, Nonprofit Navigator, Field Sales Connect, LoansNeo, iWorkRemote—which are live on AppExchange and used by over 2000 companies today.

Salesforce Journey with Damco



Industry Use Cases

A cross section of Damco projects recently implemented with Salesforce.com.

 <p>Financial Services</p> <p>Implemented Salesforce Sales Cloud, Marketing Clouds and migrated data from the legacy CRM of a prestigious Asset Management Company, enabling them to provide exceptional customer service.</p>	 <p>Hi-Tech</p> <p>Partnered with a high-tech organization to deliver an end to end field service solution using Salesforce FSL for one of their clients, a largest e-bike aggregators and service providers, enabling better operational efficiencies for multiple teams.</p>
 <p>Professional Services</p> <p>Salesforce implementation covering the core team, technicians, partners and customers through efficient use of communities on the platform. Built Contract Management System for digital contract signing with customers.</p>	 <p>Healthcare Services</p> <p>Implemented automated Salesforce CRM for patient lifecycle management from lead to appointment scheduling. Successfully integrated EMR system with Salesforce for seamless information flow.</p>
 <p>Non-Profits</p> <p>Management of Global Business Operations with Salesforce covering Donation Management, Projects Execution, Fund Management, Campaign Management, Web Marketing, Awareness Platforms.</p>	 <p>Real Estate & Property Management</p> <p>Assessment, Sales Cloud Implementation, Service Cloud Implementation, Communities, Integration with third parties covering the entire use cases from customer onboarding till regular setup for property maintenance services.</p>
 <p>Non-Banking Financial Institutions</p> <p>Managed Service and Delivery partners taking care of implementation and additional business processes on Salesforce, such as Loan Origination System, Sales and Service Operations, Process Management for Funding Checks and Customer onboarding, etc.</p>	 <p>Manufacturing</p> <p>Revamped and launched a new portal for dealers/distributors using customized UI and authentication mechanisms with Salesforce. Developed native mobile devices on the App Store and Play Store for the end users for wider reach.</p>

AppExchange Products & Accelerators

Damco has successfully launched multiple business-centric AppExchange products that are live on AppExchange and used by over 2000 companies today. Developed a collection of Salesforce AppExchange products for different business needs such as— **OptimaPro** a Field service solution; **TimeSlatePro** a comprehensive calendar for sales, service and marketing organizations; **Address Finder** auto searching addresses for improved accuracy; and **PostObjectPro** for automating object mapping processes for improved efficiency and reduced cost.

Our industry-specific AppExchange solutions include **Nonprofit Navigator** for non-profit operations management; **Field Sales Connect**, a complete package to supercharge Field Sales through automation; **LoansNeo**, a solution for NBFCs to manage customer's journey; and **iWorkRemote**, a digital onboarding and remote workforce management solution for ensuring a streamlined and connected workplace.



Why Damco?

- ▶ Salesforce Gold Partner with a successful track record in delivering complex Salesforce projects including Business and Process Consulting, Implementation, Customizations, Migration, Integrations, Support and Maintenance.
- ▶ Strong implementation experience with Sales Cloud, Service Cloud, Marketing Cloud, Communities Cloud, Pardot, Field Service Lightning and Einstein Analytics.
- ▶ Certified Salesforce professionals skilled in managing complex implementations for multiple Salesforce products and platforms supporting integrations with external systems. The team holds multiple Salesforce certification credentials at Architect, Developer, Administrator and Consultant level.
- ▶ Two decades of experience in executing global projects and resource availability in the USA, UK, Luxembourg, and India.
- ▶ Offers combination of onshore-offshore-hybrid delivery to cut down the delivery costs without compromising the quality.
- ▶ Commitment to quality and established engineering processes: ISO 9001:2015, ISO27001:2013 and CMMi.
- ▶ Strong domain expertise across multiple industries and technology Sectors garnered through 60+ Implementations.

About Damco

Damco Solutions is the trusted technology partner of businesses worldwide enabling them to leverage IT as a strategic asset. Empowered by technology expertise, immaculate execution capabilities, and unwavering focus on customer needs, we have nurtured businesses to connect with their customers, clients, and employees in an entirely new way. We bring a proven, real-world perspective of how businesses can leverage Salesforce for accelerating growth and productivity.



For more information on Damco's Salesforce® Services, contact us.

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