

The Total Economic Impact™ Of Salesforce Professional Services

Through 11 customer interviews, a survey of 200 global decision makers, and data aggregation through a composite organization, Forrester concluded that Salesforce Professional Services has the following three-year financial impact.

FINANCIAL SUMMARY



RETURN ON INVESTMENT (ROI)
229%



NET PRESENT VALUE (NPV)
\$5.0M



PAYBACK
13 months

“

We have a very long standing relationship with Salesforce Professional Services. They have shown us time after time that they are invested in our overall success.

Senior director of technology, education

”

SUMMARY OF BENEFITS

Three-year risk-adjusted

FASTER IMPLEMENTATIONS



35% faster implementations

\$1.3M in savings from faster implementations

LONG-TERM SAVINGS



50% increase in project success

\$1.2M in cost savings

INNOVATION ADOPTION



30% faster innovation adoption

\$455K in savings from faster adoption of releases

SPEED TO VALUE



92% of customers achieved value faster

\$2.5M in revenue added from faster timelines



Read the
full study

This document is an abridged version of a case study commissioned by Salesforce titled: The Total Economic Impact Of Salesforce Professional Services, January 2022.

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Commissioned By

salesforce