

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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