nagarro
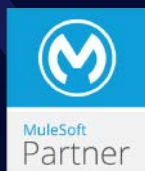
Creating Industry-specific Salesforce Solutions

Delivering personalized, data-driven and omnichannel customer experiences.

Every business is unique and has different user personas, processes, data models, and landscape systems. Unique businesses need unique solutions. To meet your specific business needs, we bring you industry-specific Salesforce solutions, leverage the true potential of AI, and ensure faster time-to-value, high user adoption, and personalized and contextual customer conversations.

We are building Salesforce solutions for the biggest brands worldwide, why not you?

salesforce **PARTNER** SINCE 2013

salesforce **PARTNER** MSP

MuleSoft **Partner**

PLEDGE **1%** pledge1percent.org PROUD MEMBER

Nagarro's Salesforce practice

Serving customers across industries

- Transportation & hospitality
- Manufacturing
- Financial services
- Government
- Retail and CPG
- Software & hi-tech
- Energy & utilities
- Media
- Automotive
- Healthcare & life sciences
- Communications
- Non-profits & education

Offering end-to-end Salesforce services

Enterprise consulting

- Platform evaluation
- Roadmap definition
- Process blueprinting
- Mergers & acquisitions
- Integration framework
- DevOps advisory

Product engineering

- MVP creation
- Product development
- Salesforce org merge
- Enterprise integration
- Analytics & AI
- DevOps setup

Support services

- Managed services
- Admin support
- Platform improvements
- Professional services
- Technical support
- Change management

2012
practice
inception

800+
Salesforce
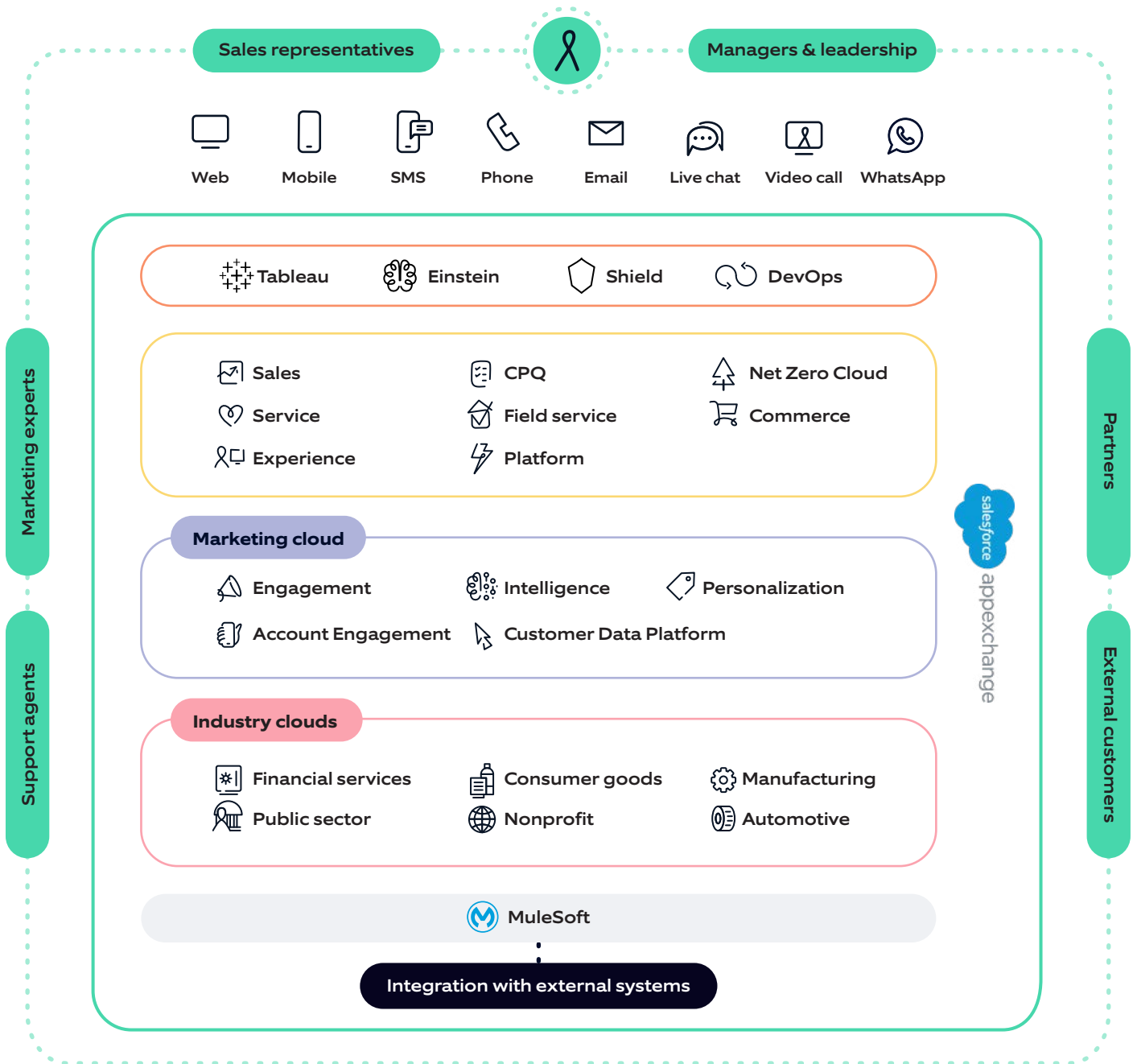consultants

2200+
Salesforce
certifications

125+
global
clients

250+
projects
delivered

25+
countries
with projects

4.9/5
Appexchange
rating

For more about us, visit **www.nagarro.com/salesforce**

Enabling our clients to build a connected ecosystem

Sales representatives   **Managers & leadership**

Web   Mobile   SMS   Phone   Email   Live chat   Video call   WhatsApp

Marketing experts

Support agents

Partners

External customers

Tableau   Einstein   Shield   DevOps

Sales   CPQ   Net Zero Cloud
Service   Field service   Commerce
Experience   Platform

Marketing cloud
Engagement   Intelligence   Personalization
Account Engagement   Customer Data Platform

salesforce appexchange

Industry clouds
Financial services   Consumer goods   Manufacturing
Public sector   Nonprofit   Automotive

MuleSoft

Integration with external systems

Featured success stories

Leading logistics services provider

Created a digital freight marketplace for shipment booking management and collaborated for a Net Zero Cloud implementation. Implemented Sales and Service Cloud with digital channels and leveraged MuleSoft for system integration to reduce shipment booking time from hours to minutes.

Net Zero Cloud | Sales Cloud | Experience Cloud | Service Cloud | Marketing Cloud | Einstein | MuleSoft

Financial services company

Digitalized end-to-end processes for car, home, business, and instant loans, with a partner portal for digital collaboration. Enabled integration with 15+ systems through Apigee middleware and provided comprehensive reporting, leading to shorter loan cycle and more sales opportunities.

Sales Cloud | Experience Cloud

Global manufacturer of access solutions

Unlocked the power of Salesforce platform by defining core product, designing MVP, and scaling the Salesforce implementation in 10+ countries, along with merging acquired entities on Salesforce platform, leading to standardized processes, better collaboration, and high user adoption.

Sales Cloud | Experience Cloud | Service Cloud | CPQ

Key Salesforce solutions and frameworks

Generative AI based chat summarizer

Service agents are equipped with a concise overview of the customer's previous conversations, for personalized customer engagement and enhanced productivity.

Assisted reality based field service

Streamline communication between field agent and remote expert through video calling (using video assist framework), documents and image sharing, and more.

Digital freight marketplace

End-to-end platform enabling customers to find routes, get quotes, make bookings, and manage documents in real-time along with self-service, and analytics capability.

Org assessment framework

Enhance your Salesforce ROI with a detailed analysis on 30+ parameters for business assessment, user experience analysis, and technical evaluation.

Loan origination framework

Accelerate and digitalize loan journey with multi-channel request creation, application verification, credit check, loan sanctioning, agreement generation, and disbursement.

SharePoint connector

Organize files and folders with categorization and real-time bi-directional sync, enabling users to perform actions such as viewing, adding, deleting subfolders and files.

Global rollouts

Ensures smooth, configurable, and speedy global rollouts by automating rollout functionality with just one click on tabs such as - user & roles, queues, list views, teams.

Account planning

Enables sales team to create account strategy, action plan for key accounts, highlighting risks and identifying remedial action, and dashboard to analyze KPIs.

nagarro

Interested?

Just drop us a note at: salesforce@nagarro.com

Scan the QR code to know more about Nagarro's Salesforce expertise.

We are shaping the company of tomorrow

Nagarro is a global digital engineering leader with a full-service offering, including digital product engineering, digital commerce, customer experience, AI and ML-based solutions, cloud, immersive technologies, IoT solutions, and consulting on next-generation ERP. We help our clients become innovative, digital-first companies through our entrepreneurial and agile mindset, and we deliver on our promise of thinking breakthroughs.

We have a broad and long-standing international customer base, primarily in Europe and North America. This includes many global blue-chip companies, leading independent software vendors (ISVs), other market and industry leaders, and public sector clients.

Today, we are over 19,500 experts across 35 countries, forming a nation of Nagarrians, ready to help our customers succeed.

(Status: September 2023)