



Elevating Client-Centric Solutions through

Through Managed Services

OBJECTIVE

To assist the client's internal users, automate processes, support activities, and enhance features in Salesforce.

CHALLENGES

- **User Provisioning and Access Management:** Address Salesforce user provisioning and access management challenges effectively.
- **Ticket Resolution for Internal Users:** Efficiently resolve internal Salesforce user tickets, addressing issues promptly.
- **Developing a New Opportunity Creation Process:** Optimize Salesforce opportunity creation with streamlined, efficient processes.

APPROACH

- The systematic project prioritised Salesforce administration tasks, like user provisioning, automation, and internal user ticket resolution, aiming for a resilient, client-tailored, scalable system.

BUSINESS BENEFITS

The client experienced several benefits from the solutions provided, including:

- Efficient User Provisioning
- Effective Ticket Resolution for Internal Users

BENEFITS FOR CLOUDQ

- Boost future success and affirm CloudQ as a dependable partner for the client, specialising in fundraising, alumni engagement, and advancement for educational institutions.

INDUSTRY

Educational Support, Athletics Support & Non-Profits Support Sector

CUSTOMER PROFILE

20 years of data-driven solutions for audience affinity and success.

CUSTOMER FEEDBACK

CloudQ and Suhail have been great. The flexibility and communication have been better than any other contractor I have worked with. Suhail cares about our organisation and our success. He applies leading SF features, technology and products to help us with our business needs.

TECHNOLOGY AND TOOLS

- Salesforce

ABOUT CLOUDQ

CloudQ is one of the INC 5000 fastest-growing private companies based in Alpharetta, GA. We specialize in cloud-based technology implementation such as Salesforce. Our clients attribute us to our transparent, highly efficient and customer-centric business model. We are the Silver consulting partner for Cloud-based Technology in Salesforce.

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