



Opportunity Summary

Opportunity Summary: DigiTools Consulting is an experienced Salesforce consulting team that provides excellent implementation and Managed Admin service to Communication Service Providers and Non-Profit organizations.

App/Service Overview:

- We solve for automating mundane tasks, unifying and harmonizing data to obtain optimal AI benefits
- Our service provides consistent communication to clients

Elevator Pitch

Elevator Pitch: Work with DigiTools Consulting to impress our mutual clients with stellar service and create life-long relationships and value..

Use Cases/Relevant Services: DTC worked with Eposly (Built on Salesforce) to implement Point-of-Sale, Sales, and Service clouds to automate selling and renting scooters. We also integrated QuickBooks to have sales transactions flow directly to QuickBooks.

Target Profiles / Personas

Persona Title: CEO / Founder / Owner
Target this persona to obtain decision to implement service.

Persona Title: CRO / VP of Sales
Target this persona to collaborate and work together to implement Salesforce digital transformation.

Discovery Questions

- What are your growth plans for the next 2-3 years?
- How are you conducting the reporting process today?
- What functional services does your organization provide?
- What part of the overall process is manual?
- How do you manage data? Inside Salesforce (or not) today?
- What process would you like to improve to provide better service to your customers?

Pain Points and Key Advantages

Customer Pain Points

Growing Pains:

Integrations: We integrate with 3rd party applications; such as, QuickBooks

Data Organization:

**Field Service
 Communications Cloud
 NonProfit Cloud**

Key Advantages / ROI

- We work with all departments to understand time consuming tasks and automate with Salesforce best practices
- We take measurements of work and determine the time and effort saved to produce Return on Investment analysis

- Integration to streamline workflow processes and eliminate manual double entry of data

- We implement a CoE (Center of Excellence) to standardize data and ensure it's communicated to stakeholders
- Organization can then benefit from Einstein AI to enhance productivity

- Our team implements Salesforce Field Service to optimize scheduling and routing field staff
- Leverage our experienced Salesforce developers to implement Communications Cloud and NonProfit Cloud