

# Salesforce – Consulting Service

## Insight: Focussed Consulting to Launch and Sustain Salesforce Roadmap Initiatives

### BACKGROUND

A Global Real Estate Firm wanted to leverage its original investment into Salesforce.

With approximately 500 users across the organisation Salesforce was ideally positioned to support the business achieve its growth objectives.

To fully achieve this Salesforce would need to be integrated with other Internal systems and a prioritised roadmap developed and delivered on.

Open Box was approached to support the Client achieve its objectives by means of an advisory service and supplementary Salesforce resource model "FTE"

### THE CHALLENGE



#### Master Data

Little knowledge or application of data management principals



#### Prioritisation

There was a backlog of unprioritized work/projects



#### Architecture

No in-house architectural skills to verify design decisions

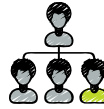


### THE SOLUTION

#### Intensive Onboarding

- 4-day onsite workshop with our Salesforce Technical Architect
  - Map out the current state of Salesforce landscape
  - Validate the high-level architecture
  - Review and prioritize the road map



#### Ongoing FTE Engagement

- Managed Services with FTE model @ \$ / FTE / month
  -  Supplement the Client Salesforce team with variety of expert Salesforce skills
  -  Work together on general support and regular releases of new features
  -  Open Box becomes a trusted partner, involved from ideation to deployment