



Salesforce Capabilities

Why Lumiere Systems

Value Proposition

Our Differentiators

- ❖ Diversified Client Engagement Team
- ❖ Driven by ROI
- ❖ Modelling & Building Digital Business Process Models
- ❖ Automating the Process Models using Software
- ❖ Dual Speed IT
- ❖ Increased Cost-Effectiveness
- ❖ Reduced Risk
- ❖ Continuous Service Improvement

Engagement Model

- ❖ Consulting & Advisory
- ❖ Project Based
- ❖ Managed Services
- ❖ Staff Augmentation



Why Lumiere Systems

Strong domain and process knowledge

Economic model of execution

High Work Ethics and Integrity

High success rate in executing projects

Focused on client ROI

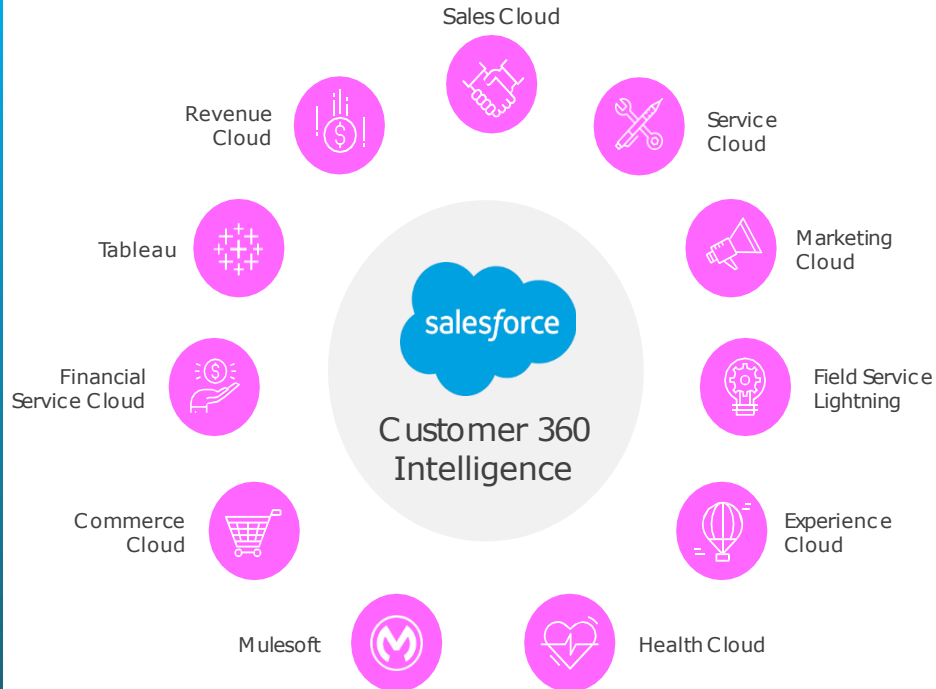
Our Core Values

- ❖ Integrity above all
- ❖ Customer Service over Sales
- ❖ People over Profits

Lumiere Systems – Salesforce Capabilities

Our Services

- ❖ Salesforce Implementations
- ❖ Industry Solutions – Vlocity
- ❖ Salesforce Administration and Optimization
- ❖ Long term Managed Support Services
- ❖ API and Integrations
- ❖ Custom Application Development
- ❖ Mobile App Development
- ❖ Process Automation
- ❖ Analytics & Reports
- ❖ Custom Workflows
- ❖ Migrations



Industry expertise

- ❖ Hi-Tech
- ❖ Bio Tech/Biopharma
- ❖ Wholesale Distribution
- ❖ Retail
- ❖ Manufacturing
- ❖ Non-Profit
- ❖ Software & Technology
- ❖ Health & Beauty
- ❖ Apparel, Footwear & Accessories
- ❖ Financial Services

The Team

75

Team Members

6

Years Average Experience

125

Certificates



Project Managers

- ❖ 100+ Projects Managed
- ❖ PMP background
- ❖ Plans and executes projects and ensures project success



Salesforce Technical Architect

- ❖ Multi-certified Salesforce Consultants
- ❖ Software developer background coupled with architecture experience
- ❖ Subject Matter Expert in integrations and developing enterprise architectures



Salesforce Developer

- ❖ Salesforce certified with strong technical Background in development, process automation, and integrations
- ❖ Skilled in APEX, Lightning Web Components, SOQL, Java, JavaScript
- ❖ Subject Matter Experts in data Integrations and web services



Salesforce Business Analyst

- ❖ Skilled Salesforce experts with a focus on business-improvements and process design
- ❖ Strong communicators between business and IT stakeholders to ensure project success
- ❖ Salesforce Certified



Salesforce Administrators

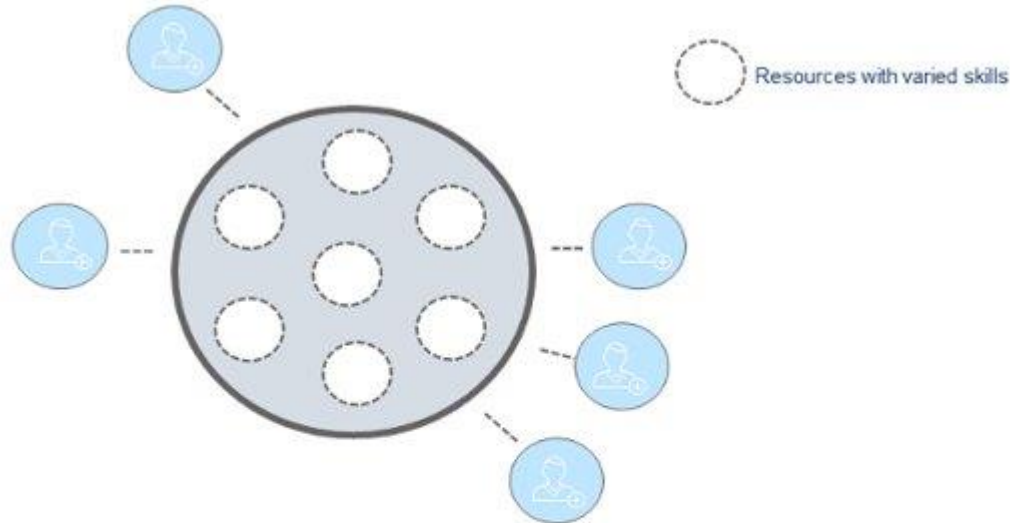
- ❖ Solves business problems by customizing the Salesforce platform through build, configure, and automate technology
- ❖ Works with stakeholders define system requirements and articulates solution considerations
- ❖ Salesforce Certified



Quality Assurance Analyst

- ❖ Ensures solutions are fit for the end user's needs and works closely with the project validate functional requirements
- ❖ Customer experience and user experience focused
- ❖ Salesforce Certified

POD based Delivery Model



POD team

Multidisciplinary POD created with multi skilled members to deliver critical output.

Salesforce Practice Oversight On Demand

Solution Support

Managed Capacity POD Model

Salesforce Technical Architect

Salesforce Delivery Lead

Salesforce Lead Developer

Salesforce BA / QA

Design Principles

Customer Easy

Give sellers the tools needed to **make it easy for the customer** to do business with them

Ease of Use

To deliver a solution, which delivers the functionality with easy to use options

Agile based development

Leverage agile methodology build based on user stories with regular demos to clients, so that final outcome always meets customer expectation

Framework based approach

Roll out core capabilities to **build the framework and foundation** for future releases

Native Design

Create a durable solution foundation leveraging **out of the box capabilities** with agility to incorporate future enhancements

Delivery Approach Options

It's all about flexibility. We have a multiple options when it comes to delivering your projects.

Fully Staffed

Lumiere Systems Responsibility:

- Architecture
- Project Management
- Business Analysis
- Development
- System Testing
- Data
- Change Management
- Training
- Documentation

Client Responsibility:

- Executive Sponsorship
- Business SME's
- UAT

Partially Staffed

Lumiere Systems Responsibility:

- Architecture
- Business Analysis
- Development
- System Testing
- Documentation

Client Responsibility:

- Executive Sponsorship
- Business SME's
- Project Management
- Data
- Change Management
- Training

AppExchange Products & Other Tools



INDUSTRY & PRODUCT EXPERIENCE



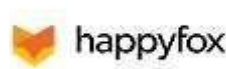
App exchange products Worked on

Autofy
Conga Composer
DocuSign
DBSync
Zapier
HappyFox
Stripe & Plaid
Wordpress
Vlocity

Salesforce.com Product Experience

Sales Cloud
Service Cloud
Marketing Cloud
Pardot
Community Cloud
Health Cloud
Force.com Platform
Field Service Lightning

Industry Experience



LWC Experience

Air Conditioning Manufacturing Company

- Worked on Partner portal for the client
- LWC for Warranty process using Community portal
- Worked on Parent-child LWC components to handle the Warranty process
- Worked on path in LWC components to display to progress in the process
- Google location API integration in Community Portal

Oil & Petroleum Gas Company

- Worked on Asset creation and replacement flows with LWC components
- Worked on Product and Asset Hierarchy in LWC (to show existing assets and new products to be added)
- Worked on Path component in LWC (to show users, at what level they are currently in Asset hierarchy)
- Embedded all the LWC components in a flow , so that community users will be able to do Asset onboarding and replacement

Migration Experience

Manufacturing Company

- Migration from Method CRM to Salesforce.com
- Extraction of data from Source System
- Data Cleanup (De-dupe / Date time format / Field Mapping / Establishing Unique identifier)
- Data preparation
- Data model design and data load into Salesforce.com
- Loading of related files / activities to relevant object (files around 1 TB of data)

Piping Company

- Migration from Lotus Notes to Salesforce.com
- Extraction of data from Lotus Notes and external system in the form of XML, XML Conversion to CSV
- Data Cleanup (De-dupe / Date time format / Field Mapping / Establishing Unique identifier)
- Data preparation for data load
- Data model design and data load into Salesforce.com
- Loading of related files / activities to relevant object

IT Service Provider

- One time migration of Accounts/ Contact / Other entities before activating the Integration
- Data cleansing and data load to Salesforce.com
- Loading of related files / activities to relevant object

Field Service Lightning Experience

Manufacturing Company

- Setting up of Internal and External Technicians
- Skill / Work type / Work order / Service Appointment Setup
- FSL Mobile and Web setup for External Technicians
- Timesheet tracking for technicians
- Service Report configuration

Petrochemical Company

- Asset Onboarding for Stations
- Scheduled Maintenance for the Assets
- Support process for handling Repair and Replacement of Assets in the Petrol station
- Asset hierarchy
- Work order / Service Appointment / Work Type Setup

Tiles Company

- Integrating External System with SFDC for Work order creation through LWC
- Configuring Work order / Service Appointment / Work Type / Skill / Service Resources
- Configuring Crew Management
- Configuring Service Reports
- Able to assign 2 service resources to same Service Appointment

Experience Cloud - Experience

EV Infrastructure Company

- Setting up of Customer Portal for Key customers
- Create / view existing cases from Customer portal
- View to existing charging stations for the Customer
- Knowledge Article / FAQ Setup for the Customer
- Custom Community as per branding from Business Marketing team

Career management Company

- Portal Connecting Students and Mentors
- Setting up of Appointment through Portal
- Enrollment tracking through Portal
- Separate Login and Experience for Student and Mentor
- Custom Community as per branding from Business Marketing team

Hospitality Company

- Portal for scheduling and registering for Events
- Chabot configuration
- Portal for registering to Zoom webinars
- Customer able to create support tickets through customer portal

Sales & Service Cloud - Experience

Manufacturing Company

- Case configuration (Email / Web / Chat)
- Omnichannel configuration for Case routing to Internal agents based on the skill / origin
- Setting up of Support process for different stakeholders and backend team
- CTI integration
- JIRA integration with Case management

Mobile Fuel Delivery Company

- Setting up of Sales Process for the SDR and Account Representative
- Setting up of Lead and Account routing
- Setting up of Campaign Management / Pardot
- Setting up of Opportunity / Quote / Order in Salesforce.com
- Configuring Ironclad for contract management
- Configuring Reports & Dashboards

Insurance Company

- Contact center implementation (with CTI integration)
- Code resolution / dispositions
- Setting up of Sales and Support process
- Setting up of Agency Management
- Configuring Entitlement process / different Service channels for communication

Marketing Cloud Experience

Insurance Company

- Automated the import, extract and Query activity using Automation Studio. Used Dynamic content for subject lines.
- Used AMPscripting to use data from DataExtensions. Used SOAP API in order to invoke triggers and create redundant data. Used SOQL for data manipulation needs of the application using platform database
- Architecting designing, programming, and configuring the Salesforce Marketing Cloud platform
- SQL queries

Skincare Company

- Worked on configuring FTP for getting the data from FTP and loading into Data extensions
- Loaded all product with corresponding brand images in marketing cloud
- Created different email templates for segmented campaigns
- Worked on SQL queries and updating the data extensions
- Worked on Multiple Journeys to trigger emails to end Customers (Welcome / Repeat Customer / No Sales in last 1 year / No Sales in Last 3 Years)

Winery Company

- Worked on installing and configuring Marketing cloud connect
- Created different email templates for segmented campaigns
- Worked on SQL queries and updating the data extensions
- Worked on Multiple Journeys to trigger emails to end Customers(New Product launch / Offers)

Healthcare Solution Provider Company

- Marketing Cloud Connect was implemented to permit subscriber data to pass between Salesforce Sales Cloud and Marketing Cloud
- The Marketing Cloud Email Studio implementation was completed in phases over a 5 month period.
- Old Leads were evaluated and removed to give the client viable Leads for marketing.
- Worked on configuring email templates
- Worked on Simple Journey for the customer