

Transform your business with custom Salesforce solutions

hakuna, services









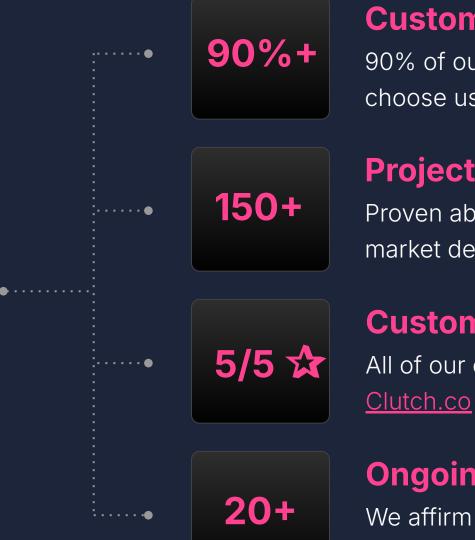




Who are we? Hakuna

We are a technology and design company with **over 13 years of experience in Silicon Valley**.

Our journey is reflected in our metrics. These achievements underscore our commitment to delivering unparalleled digital solutions and fostering long-term relationships.





Customers Loyalty

90% of our clients choose us as long-term partners or choose us again for new projects.

Projects Delivered

Proven ability to deliver innovative solutions that meet market demands.

Customer reviews

All of our clients have given us a 5-star rating on <u>Clutch.co</u>

Ongoing contracts

We affirm our role as a trusted partner in the growth and continuous adaptation of our clients.

Who we are? Global Talent

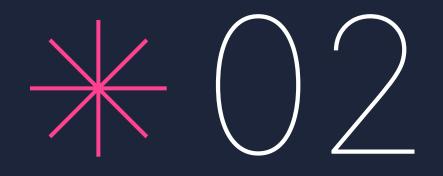
Our diverse and inclusive talent

We are proud of our team and know that they are our greatest strength.

That's why we're working to grow our team of diverse, inclusive, and highly skilled professionals.













Our Proposal Implementations



Comprehensive Solutions

We plan and implement Salesforce solutions with a 360° view of your organization, ensuring alignment across all aspects to achieve your business objectives.



QuickStarts

Rapid, pre-scoped deployments to get up and running in 4-6 weeks.

Our Proposal Solutions we implement



Sales

Increase your sales by better understanding your customers.



Service

Improve customer service with agile and personalized support

Marketing

Personalize every interaction and connect with your customers.





Slack integration

Collaborate in real time by integrating with Salesforce for seamless productivity.



Non Profit

Boost your impact by better managing your donations and beneficiaries.

Our Proposal Solutions we implement



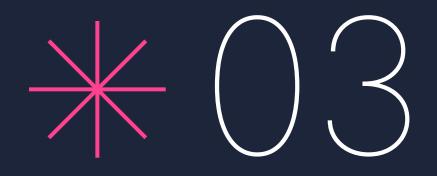
Agentforce

We integrate **Einstein** and **Agentforce** to deliver artificial intelligence with predictive insights and automation, along with advanced case management tools, optimizing your operation and maximizing your impact.

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$\rightarrow HOWWOrk$









How we work Best practices to ensure quality

Customer-Centered Philosophy

 \rightarrow Involvement of a partner or customer success representative in all projects.

Project Management

 \rightarrow Assignment of a Project Manager. \rightarrow Team management, agile methodologies, documentation, and timely response. \rightarrow Documentation validated with the client at each milestone.

Technical Leaders

Communication Standards communication flow.



 \rightarrow Discipline leaders driving innovation and learning. \rightarrow Continuous improvement integrated into projects. \rightarrow Operational metrics to ensure optimal performance.

 \rightarrow 100% of our team speaks Spanish and English \rightarrow Slack integration with the client for instant

How we work Our approach

07

Post-Implementation Support: Two

weeks of support to resolve issues, make minor adjustments, and ensure customer satisfaction.

01

Discovery: Definition of scope and shared objectives

06

Deployment: The solution is implemented in the client's production environment, ensuring that it is ready for use.



05

Training and Adoption: End users are trained and the continuous learning tool on Trailhead is explained.

04

Testing and Validation: We ensure that the solution works correctly and meets the defined requirements, fine-tuning any details before final implementation.





Solution Design based on the client's flows and processes

> • 03 **Configuration and Development:** The team will work in a coordinated and agile manner with the client.

How we work Aqile

We adopt agile methodologies •

principles to ensure flexibility

and continuous collaboration.

- object-based approach.
- Each object goes through all three stages
- before moving on to the next.

- meets the objectives.



The solution design, configuration, development, and testing and validation stages are executed iteratively using an

This allows us to maintain a constant feedback loop, ensuring that each iteration

Some of the customers That trusted us





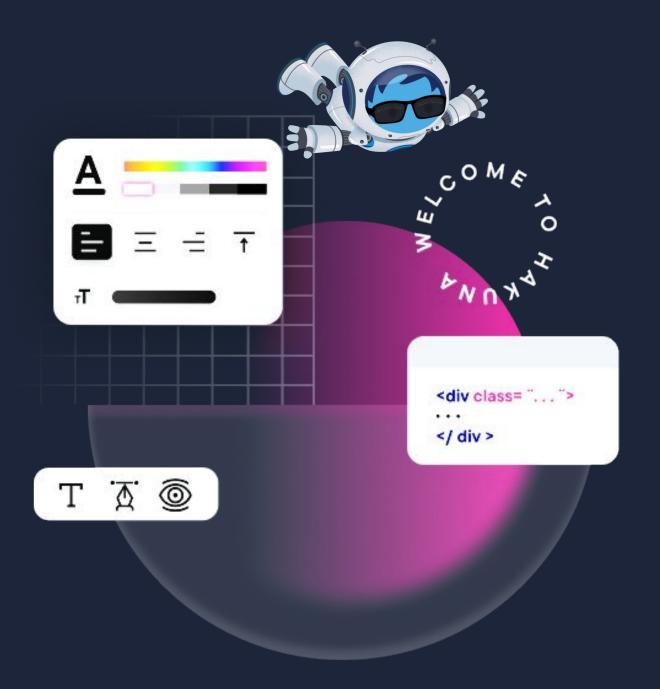






European Open Business School





Are you ready? Let's build the future.

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