



# Your ideal Salesforce partner

Consulting, implementation and support



## **SUMMIT partner**

13+ years of experience in  
delivering Salesforce solutions



## **Customer satisfaction**

4.9/5 customer feedback score  
on Salesforce AppExchange



## **Proven experience**

800+ consultants with 2700+  
Salesforce certifications



## **Domain expertise**

Dedicated business units with  
strong domain knowledge



## **Strong clientele**

Successfully delivered 500+  
projects for 150+ clients



## **Global organization**

\$1 bn revenue and 17000+  
colleagues in 39 countries

**Strong focus on Data + Agents + AI**



# We have proven expertise across the Salesforce ecosystem

## Einstein AI

Agentforce

Sales  
Insights

Service  
Recommendation

Personalized  
Marketing

Intelligent  
Predictions

## CRM

### Core Clouds



Experience



Revenue



Service



Field service



Sales



Marketing



Commerce



Tableau



Net Zero

### Industry Clouds



Financial Services



Manufacturing



Consumer Goods



Automotive



Government



Non-Profit

Shield

Digital  
Engagement

Salesforce  
Maps

Mobile  
Publisher

## Extended Apps

box

S

docusign

Flosum

COPADO

Selenium

axsy

conga

rootstock  
cloud 451

appexchange

And more...

## Data

Data  
Cloud

Real Time  
Lakehouse

Structured &  
Unstructured

Unified  
Profiles

Data  
Actions

Vector  
Database

Your  
Lake



## Enterprise Integration



MuleSoft



## External Systems

ERP

CMS

BI

Legacy systems

Others



## We are Salesforce AI experts, and have built AI solutions on the platform



### FinZy Loan Agent

AI-driven finance bot for lending organizations that enhances customer experience by handling queries, automating applications, and escalating complex cases to human agents



### Solaris Service Agent

Specialized AI-driven solution for the consumer, manufacturing, and power domains, improving service operations and boosting productivity



### FreightAssist

A smart AI-based agent designed for the logistics industry, solving freight related queries faster and ensuring better customer experience



### RetailMate

AI assistant for retail chains to quickly resolve issues—automating support, data lookup, and collaboration through any communication channels



### VoiceAssist

Enables sales agent to use voice commands to perform actions like create leads, opportunities, schedule meetings and more on Salesforce platform



### IntelliMeet

Empowers sales agent to prepare for meetings and personalize conversations using insights into past interactions, opportunity details and more



## **We have an excellent track record of delivering impactful Salesforce solutions**



### **Transformed shipping operation via a digital marketplace**

For a leading logistics services provider, we created a digital freight marketplace for shipment booking management and collaborated for a Net Zero Cloud implementation. Implemented Sales and Service Cloud with digital channels and leveraged MuleSoft for system integration to reduce shipment booking time from hours to minutes.



### **Boosted revenues across categories via personalized marketing**

For a leading luxury brand manufacturer & retailer, we unified customer, brand & product data from multiple systems into Salesforce. With Data Cloud, we enabled segmentation, forecasting & personalized product recommendations with popups. This enhanced campaign ROI, increased conversions & revenue, improved CSAT & data-driven decision-making.



### **Enabled global rollout and higher user adoption of Salesforce**

For a global manufacturer of access solutions, we unlocked the power of Salesforce platform by defining core product, designing MVP, and scaling the Salesforce implementation in 10+ countries. Merged acquired entities on Salesforce platform, leading to standardized processes, better collaboration, and high user adoption.



# Empowering seamless transition to next-gen Salesforce CRM platform

Many organizations who want to move from their current CRM system to a modern AI enabled CRM like Salesforce face several challenges viz., poor user experience, disparate systems, and misalignment with newer technologies.

With Nagarro's CRM Transition Framework, you can seamlessly transition your CRM to Salesforce. Leveraging this proven framework, we have successfully delivered over 500 CRM transitions. Here's how we make it happen:







## Interested?

Just drop us a note at: [salesforce@nagarro.com](mailto:salesforce@nagarro.com)



**Scan the QR code** to know more  
about Nagarro's Salesforce expertise.

## We are shaping the company of tomorrow

Nagarro is a global digital engineering and consulting leader with a full-service offering. Harnessing the power of our Fluidic Enterprise vision and thinking breakthroughs framework, we help our clients become human-centric, digital-first organizations, augmenting their ability to be responsive, efficient, intimate, creative, and sustainable. Our client-centric, agile, responsible, intelligent, non-hierarchical, global values come together to form our CARING superpower, which denotes a humanistic, people-first way of thinking with a strong emphasis on ethics. Caring guides us as a global company.

We have a broad and long-standing international customer base, primarily in Europe and North America. This includes many global blue-chip companies, leading independent software vendors (ISVs), other market and industry leaders, and public sector clients.

Nagarro, over 17,500+ experts across 39 countries are helping our partners succeed today.

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