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Scratch Your Business Opportunities
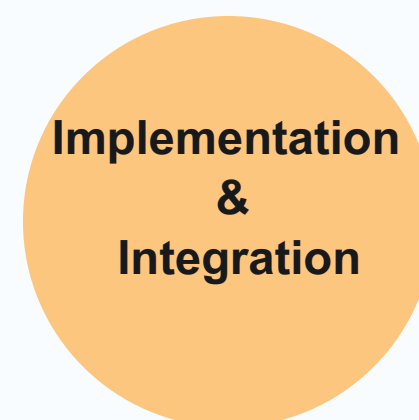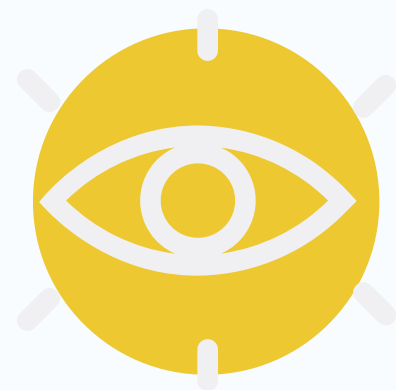
CLOUDENX

CONSULTING

Empower.Nurture.Excel

about us

Founded with the vision to **Empower, Nurture, and eXcel, CloudENX Consulting** is a trusted Salesforce implementation partner helping businesses unlock their full potential through cutting-edge CRM solutions. We combine deep technical expertise with a customer-first approach to deliver tailored digital transformations that drive growth and lasting success.

At CloudENX, we don't just implement technology — we empower teams, nurture customer relationships, and help businesses excel in an ever-evolving digital world.

Custom Software Development

Industry - Specific Solutions

Salesforce Solution Design & Customization

Implementation & Integration

Support, Maintenance & Optimization

Analytics & Reporting

vision

To be the leading catalyst in transforming businesses through innovative Salesforce solutions that empower growth, nurture customer success, and drive excellence worldwide.
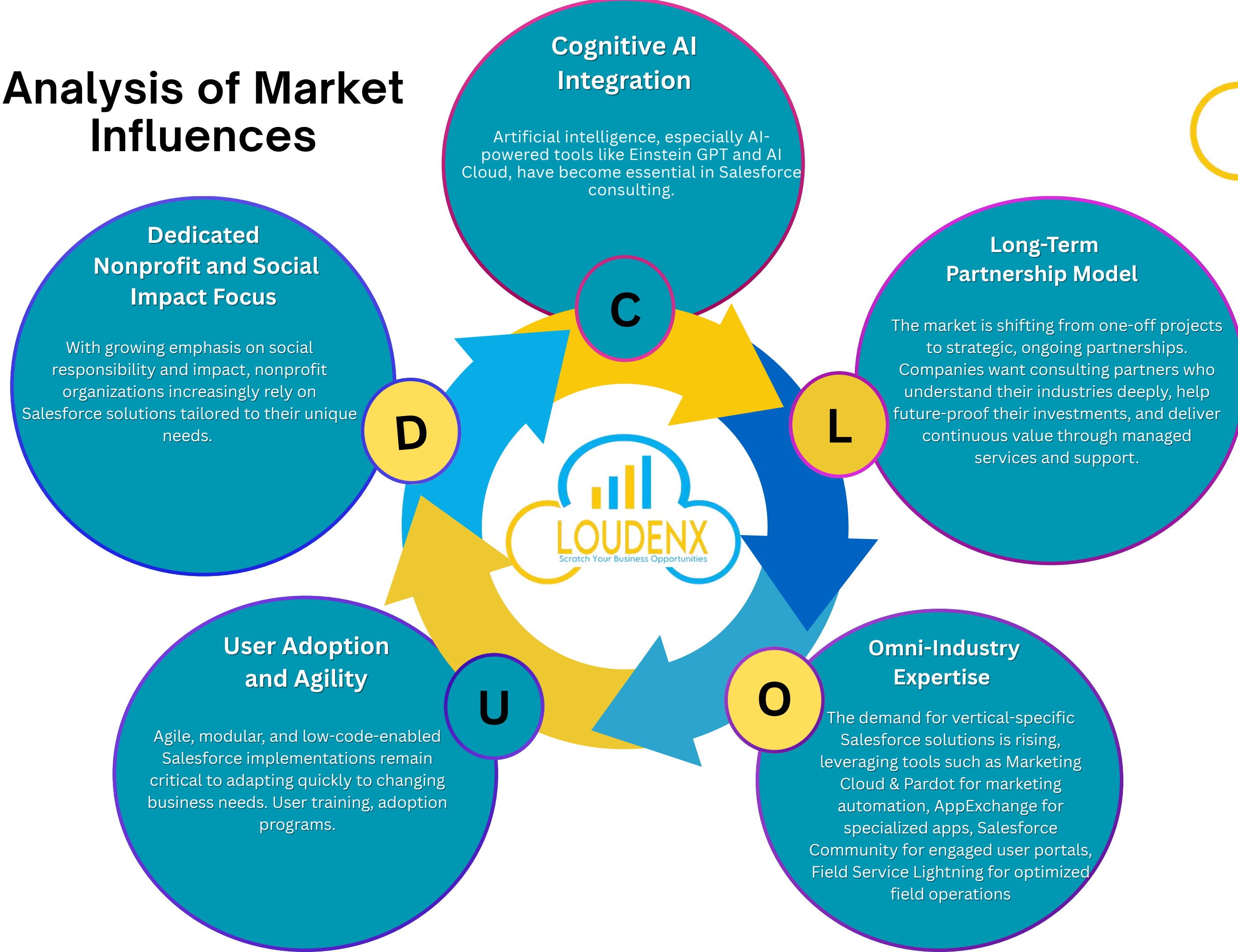
mision

At CloudENX Consulting, we transform businesses by delivering tailored Salesforce solutions that empower teams, nurture meaningful client relationships, and drive sustained growth through seamless digital innovation and measurable impact.

Analysis of Market Influences

Cognitive AI Integration

Artificial intelligence, especially AI-powered tools like Einstein GPT and AI Cloud, have become essential in Salesforce consulting.

Dedicated Nonprofit and Social Impact Focus

With growing emphasis on social responsibility and impact, nonprofit organizations increasingly rely on Salesforce solutions tailored to their unique needs.

Long-Term Partnership Model

The market is shifting from one-off projects to strategic, ongoing partnerships. Companies want consulting partners who understand their industries deeply, help future-proof their investments, and deliver continuous value through managed services and support.

User Adoption and Agility

Agile, modular, and low-code-enabled Salesforce implementations remain critical to adapting quickly to changing business needs. User training, adoption programs.

Omni-Industry Expertise

The demand for vertical-specific Salesforce solutions is rising, leveraging tools such as Marketing Cloud & Pardot for marketing automation, AppExchange for specialized apps, Salesforce Community for engaged user portals, Field Service Lightning for optimized field operations

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Current Projects

North America

India

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CORE SERVICES
SALESFORCE CENTER OF EXCELLENCE

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Consulting & Assessment

- Gathering and analyzing business requirements
- Designing tailored Salesforce solutions
- Conducting gap analysis to identify improvement areas
- Providing strategic recommendations for technology adoption

New Cloud Rollout

- Planning and roadmap creation for cloud adoption
- Configuration and customization of Salesforce clouds
- User training and change management support
- Post-deployment monitoring and optimization

System Integration

- API development for seamless connectivity
- Integration with third-party and legacy applications
- Real-time and batch data synchronization
- Middleware setup and management

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Data Migration

- Data profiling, cleansing, and validation
- Mapping source data to target systems
- Executing migration with minimal downtime
- Post-migration data integrity verification

Consultancy

- Salesforce architecture and best practices advising
- Business process re-engineering and optimization
- Performance tuning and scalability planning
- Regulatory compliance and security consulting

Enhancements

- Developing custom features and components
- Tailoring Salesforce functionality to evolving needs
- Implementing user feedback-driven improvements
- Continuous innovation to leverage platform advancements

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Maintenance & Support

- Incident and problem management
- System health monitoring and performance tuning
- Regular updates and patch management
- User support and training refreshers

Development & Testing

- Agile custom development and coding (Apex, LWC)
- Unit, integration, and system testing
- Automated and manual quality assurance
- Continuous integration and deployment setup

Automation Testing

- Designing and scripting automated test cases
- Regression and performance testing
- Test environment setup and management
- Test result analysis and reporting

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OUR EXPERTISE
Salesforce AppExchange

- Developing and deploying customized AppExchange applications
- Integrating AppExchange products with existing Salesforce environments
- Providing support and updates for AppExchange solutions
- Advising clients on selecting best-suited AppExchange tools for their needs

OUR EXPERTISE
Sales Cloud Implementation

- Tailoring Sales Cloud to optimize lead and opportunity management
- Automating sales processes with workflows and approvals
- Custom dashboards and reporting for sales performance tracking
- Enhancing forecasting and pipeline visibility

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OUR EXPERTISE
Service Cloud

- Implementing case management and omnichannel support
- Configuring knowledge base and self-service portals
- Setting up Service Level Agreements (SLAs) and escalation rules
- Supporting field service and customer support teams

OUR EXPERTISE
Salesforce Community

- Designing branded community portals for customers and partners
- Enabling collaboration and sharing through community features
- Customizing access and security settings for different user groups
- Integrating communities with Salesforce data and workflows

OUR EXPERTISE
Non-Profit Cloud

- Tailoring Salesforce for donor management and fundraising campaigns
- Automating volunteer and event management processes
- Tracking constituent engagement and impact measurement
- Ensuring compliance with non-profit regulations and standards

OUR EXPERTISE
Lightning Web Components (LWC)

- Developing custom LWCs for enhanced user interfaces
- Migrating classic Salesforce apps to Lightning Experience
- Optimizing performance and usability in Lightning environments
- Training clients on leveraging Lightning features effectively

OUR EXPERTISE
Field Service Lightning

- Scheduling and dispatching field technicians efficiently
- Managing work orders, assets, and service appointments
- Mobile enablement for field service staff
- Using analytics to improve service delivery and response times

OUR EXPERTISE
Financial Services

- Configuring Salesforce to meet financial services compliance
- Managing client relationships and financial accounts
- Automating wealth management and advisory processes
- Delivering personalized client experiences and insights

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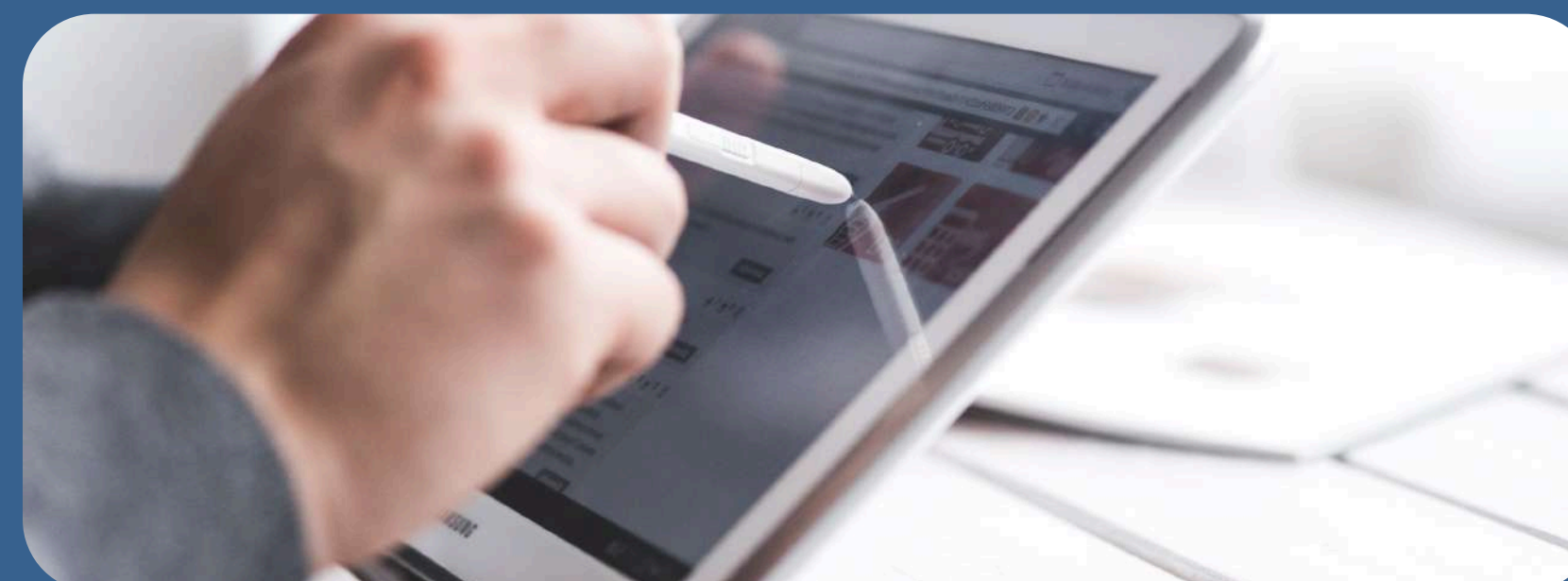
OUR EXPERTISE
Public Sector

- Implementing case and constituent management for government agencies
- Streamlining permit and license management workflows
- Ensuring data security and compliance with public sector regulations
- Enabling multi-channel citizen engagement and transparency

OUR EXPERTISE
Salesforce Agentforce

- Enables autonomous AI agents that actively handle sales, service, marketing, and commerce tasks with minimal human intervention.
- Provides a unified platform where agents can manage leads, track opportunities, automate routine tasks, and collaborate across departments for better customer engagement.

WHY US?

Proven Salesforce Expertise

With over 7 years of hands-on experience, our certified Salesforce professionals deliver tailored solutions spanning Sales Cloud, Service Cloud, Lightning, and more, ensuring best-fit CRM implementations.

Comprehensive Service Offering

We provide end-to-end Salesforce services, including consulting, new cloud rollouts, system integration, data migration, development, testing, staff augmentation, and ongoing support.
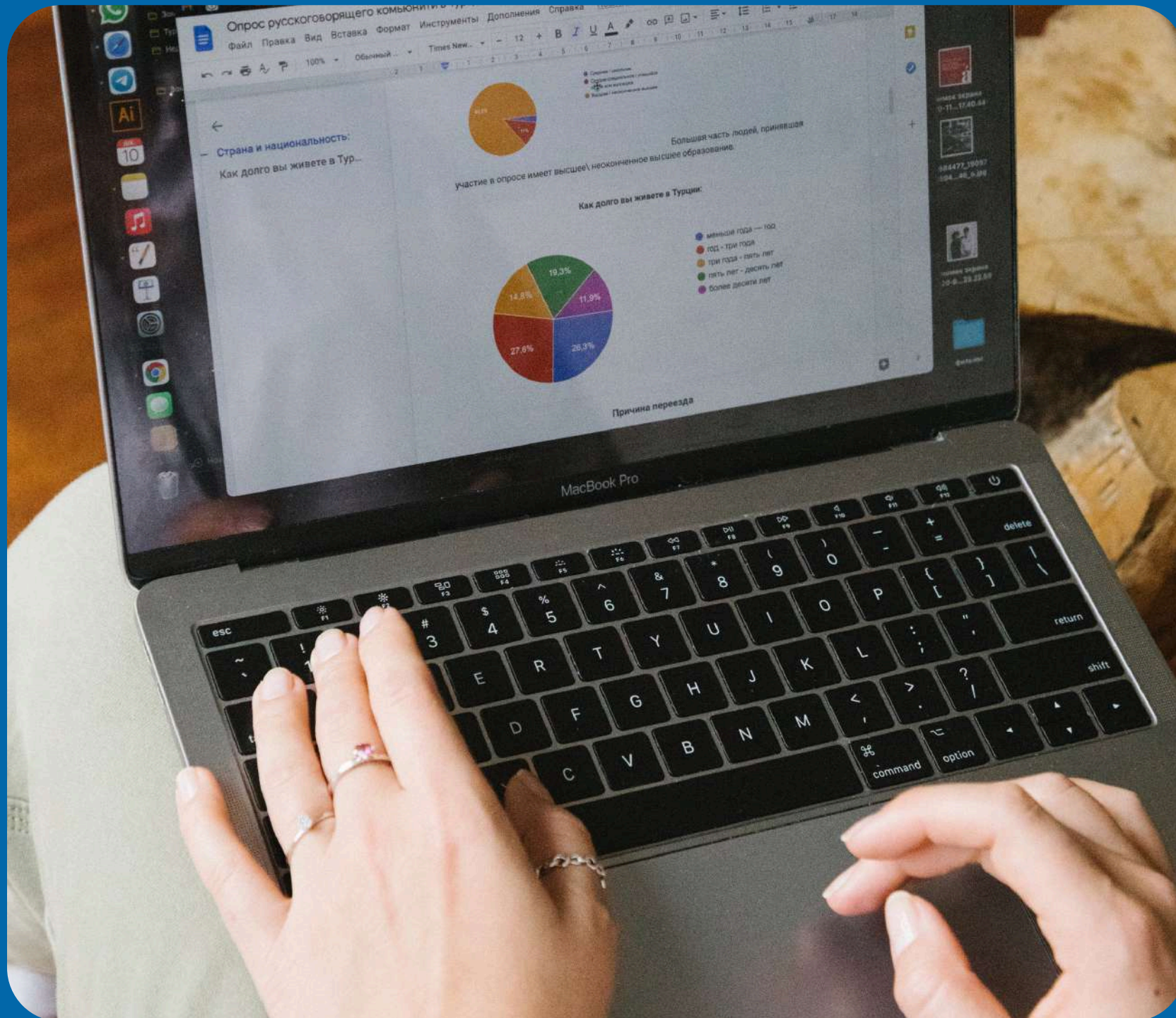
Innovative Technologies

Leveraging advanced Salesforce capabilities such as Lightning Web Components (LWC), Field Service Lightning, and Agentforce AI agents, we drive enhanced user experiences and operational efficiency.

Client-Centric Approach

Our solutions are customized to meet your unique business needs, backed by thorough gap analysis and continuous collaboration to ensure maximum ROI and success.

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LET'S WORK TOGETHER

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