

EMPOWERING LOCAL GOVERNMENT WITH CITIZEN-CENTRIC SALESFORCE SOLUTIONS

Designed to deliver faster services and better citizen experiences.

Why Choose Upcrest Digital?

Your dedicated Salesforce partner, deeply rooted in the Canadian public sector landscape. We specialize in delivering secure, cost-efficient, and citizen-focused digital services that empower municipalities to enhance service delivery, streamline operations, and build stronger communities.

- ✓ **Modernize citizen service** by consolidating channels (web, mobile, call, chat) into one platform.
- ✓ **Automate permitting & licensing workflows** — online forms, automated approvals, payments, and status tracking.
- ✓ **Agentforce for frontline efficiency** — virtual assistants for resident self-service, automated case categorization, and agent augmentation.
- ✓ **Actionable insights** that improve resource planning and crisis communications.

Strategy & Roadmap



We help public sector clients define a clear digital vision and strategic roadmap for Salesforce implementation.

Salesforce Implementation



Our experts manage full lifecycle implementation of various Salesforce clouds, including Public Sector Solutions.

Optimization & Ongoing Support



Our commitment extends beyond implementation, providing comprehensive support and continuous optimization.

PROVEN RESULTS. REAL IMPACT.

Delivering measurable outcomes that redefine public service.

- ✓ 50%+ faster service delivery through AI-powered automation and self-service portals.
- ✓ Reduced call volumes and smoother operations with intelligent case routing.
- ✓ Accelerated permits & approvals — getting shovels in the ground faster.
- ✓ Higher resident satisfaction and data-driven insights that build trust and transparency.

