



# MODERN SOLUTIONS FOR A MODERN PUBLIC SECTOR

Our Salesforce expertise enables government organizations at the state, local, and municipal levels to deliver critical services faster and more effectively.

**700+**

Salesforce Implementations

**4.9 out of 5**

Customer Satisfaction

**16+**

Years of Experience

**125+**

Team members around the world

## Use Cases: How Public Sector Uses Salesforce



### Grants Management

Manage applications, scoring, awards, funding distribution, and reporting. Track detailed budgets, compliance, and program performance in one system.



### Port CRM

Track tenants, partners, real estate leases, cargo opportunities, outreach, and stakeholder engagement with a unified CRM. Covers commercial activities as well as government affairs.



### Economic Development

Support business attraction, recruitment, retention, and incentive programs. Manage outreach, relationships, pipelines, and economic impact reporting.



### Municipal Broadband CRM

Manage service availability, customer requests, work orders, and subscriber onboarding. Coordinate outreach, service expansion, and customer engagement.



### Educational Service Agencies

Support enrollment, program tracking, services, special education coordination, funding programs, compliance, and district relationships. (IU, BOCES, ISD, ECS)



### Public Financial Disclosure

Digitize required filings and submissions for officials, judges, and staff. Manage reviews, workflows, requests, and transparent compliance processes.



### State Benefits Management

Support eligibility, applications, case management, renewals, and reporting. Improve communication, workflows, and constituent service delivery.



### Waste Management & Sustainability

Manage service requests, recycling programs, route operations, and outreach. Track environmental goals, reporting, and citizen communication.

## Salesforce Solutions for Public Sector



Public Sector Solutions (PSS)



Data Cloud



Experience Cloud



Agentforce



Service Cloud



Sales Cloud



Marketing Cloud

## Ready to Modernize Your Operations?



### Assess:

Health Check for current orgs or Salesforce discovery for new customers.



### Implement:

Deploy Salesforce Clouds to unify teams and external stakeholders.



### Optimize:

Improve communications, workflows and approvals.



### Support:

Train teams and guide continuous improvement.