

# Salesforce Services

## BRINGING THE MOST OUT OF YOUR SALESFORCE INVESTMENT

Salesforce is unarguably the most preferred CRM platform for over 1,50,000 organizations across the globe. From customer acquisition to win back, Salesforce enables organizations to record, track, and measure the entire customer journey to deliver and earn maximum value.

Being an ever-evolving horizontal platform, Salesforce helps organizations make their processes more efficient and achieve customer success. However, this also makes it harder for companies to leverage all the updates and drive maximum return from investments made in the platform.

**That is where Grazitti's Salesforce experts play a pivotal role. For the last 10 years, we have helped and continue to do so for the companies of all sizes with:**

**Consultation** - We carry out comprehensive cost vs benefit analysis and help you make the right CRM choice.

**Implementation and Change Management** - We identify resistance related to CRM deployment and make sure to properly set up all the workflows and processes.

**Migration** - While keeping UI/UX intact, we ensure a faster and hassle-free migration to Salesforce with minimal or zero data loss.

**Integration** - We help you easily and securely integrate the rest of your tech stack with Salesforce to get an omnichannel view of your customer journey.

**Optimization** - Considering all the latest updates, we help you optimize your instance according to your requirements.

**Customization** - If you need some functionalities/features/components that are not there in your standard instance, we help you build customized ones.

**Configuration** - We personalize the Salesforce experience for you by setting up all your processes and workflows.

**Quality Analysis** - Our Salesforce testing covers all Salesforce products and ensures that your Salesforce instance and its native products are bug-free.

**Salesforce Lightning** - We perform a thorough feasibility check of Salesforce Lightning for your business processes and identify the right time to start using it.



### This helps companies overcome the most common issues like:

- Data quality / missing information.
- Define, set up, configure and customize workflows suitable to their business process.
- Out-of-the-box system integrations that provide clear visibility into the customer journey.
- Unlock insights that assist you to make better decisions through data-rich reports and dashboards.
- Prevent and remove duplicate records to optimize marketing efforts.
- Stay updated and leverage the latest Salesforce releases.
- ....many more

Doesn't matter if you are still in the consideration stage or are already using Salesforce, whether you are in the middle of implementation or just finished implementing it and need help to further optimize it, or are evaluating Salesforce Lightning, our experts got you covered. Having served and partnered up with global organizations of all sizes including Fortune 500 like Marketo, Glassdoor, Alteryx, Ping Identity, Centrify, and Mindjet, we travel an extra mile to bring the maximum out of Salesforce and improve your top line revenue.

## Smart solutions for smarter Salesforce

- Lightning Components for Salesforce Community Cloud
- Salesforce - Jira Connector
- Salesforce CRM - Lithium Connector
- Salesforce Sales Cloud Optimization Packages
- Salesforce Service Cloud Optimization Packages

## Case Studies

- Advance Salesforce-Jive Integration for Seamless Support Operations
- Increasing Transparency and Accuracy with Custom Clarizen-Salesforce Integration
- Integrating NetSuite with Salesforce to Improve Sales Accuracy
- Integrating Salesforce Service Cloud with Jira
- An SEO-Friendly, Multilingual Salesforce-Based Knowledge
- App Marketplace Revamped in 30 days, Just in Time for Launch
- Seamless Data Migration to a New Salesforce Instance
- Migrating to Chatter Questions from Chatter Answers in Less than 200 Hours



I've been working directly with Grazitti for almost 3 years and have had a great experience. They have helped us build our award winning community on the Salesforce customer portal from the ground up. They're innovative, timely, and keep lines of communication open. They have great technical experience and a ton of community knowledge that spans across several platforms.



**Liz Courter, Sr. Customer  
Community Manager, Marketo**

## Why Us



Fortune 500+  
Customers



100+ Smart  
Salesforce Experts



9/10 Customer  
NPS Score



Agile  
Processes



24/7  
Support



Global Delivery  
Model

## About Us

Grazitti Interactive is a Digital Innovation Leader with extensive experience in developing solutions that unlock data insights, increase operational efficiency, and drive customer success. Our experts enable companies of all sizes, including Fortune 500 enterprises, implement, customize, configure, optimize, integrate, and manage solutions like CRM, Marketing Automation, Online Communities, and Analytics