

## End-to-end Salesforce Services

Derive more value from your Salesforce investment through a holistic approach and full lifecycle capabilities.

salesforce

platinum consulting  
partner

- Reduce implementation and management cost by up to 30%
- Increase business process efficiency
- Provide project accountability with managed milestones and service levels
- Deliver real-time support to meet your business-critical needs
- Manage requirement changes and risks more effectively
- Ensure 24/7 seamless access to scalable, dedicated support
- Leverage best practices and benchmarks from a partner with 15+ years of experience implementing Salesforce solutions

### Accelerate your digital agenda with Salesforce and NTT DATA

At NTT DATA Services, we believe your success with Salesforce should extend beyond departmental benefits to reach your entire enterprise. Our innovative full lifecycle approach considers not only how Salesforce is deployed, but also how it interacts with the other systems, processes, and user communities that are directly or indirectly connected to it. This approach results in more successful and extended use of the Salesforce platform and a more efficient and synchronized organization.

With 1700+ certifications globally, NTT DATA is a leader in implementation and support services for Salesforce solutions and the Force.com platform - plus all the surrounding applications in your IT environment, including ERP and business intelligence solutions. Our comprehensive services span the full lifecycle of needs, including advisory, process design, integration and technical design, implementation, migration, custom development, and ongoing management. This holistic approach ensures that you get everything you can out of Salesforce – across the enterprise.

Salesforce products we implement and support include:



Sales



Service



Marketing



Communities



Industries



Platform



Integration

### Salesforce Services

NTT DATA Services provides full lifecycle support for Salesforce – whether you’re just starting a new implementation, updating it to meet your changing needs, adding multiple clouds or working to harmonize it with your surrounding IT environment.

### Multiple clouds

We have deep expertise implementing solutions that include multiple Salesforce Clouds, including Sales Cloud®, Service Cloud®, Marketing Cloud™, Force.com, Communities, Commerce Cloud and more. Our proprietary methodology allows your configuration to be seamless and productive even with the most complex of projects.

### Industry solutions

We have several industry-focused accelerators designed to provide faster time to market and leverage our industry best practices to meet your specific business needs.

Advisory Services	Salesforce Implementation	Accelerators	Professional Services – ISV and Infra	Management and Support Services
<ul style="list-style-type: none"> <li>Business Process Optimization</li> <li>CX, Usability Tune-Up</li> <li>Enterprise (Org) Architecture</li> <li>Roadmap</li> <li>Application Rationalization</li> <li>Org Consolidation</li> <li>CoE, DevOps, Release Management</li> </ul>	<ul style="list-style-type: none"> <li>Sales Cloud</li> <li>Service Cloud</li> <li>Field Service Lightning</li> <li>App Cloud</li> <li>Marketing Cloud</li> <li>Community Cloud</li> <li>Industry Clouds</li> <li>Health, FS)</li> <li>Design Studio</li> <li>CPQ</li> </ul>	<ul style="list-style-type: none"> <li>Digital Insurance Platform</li> <li>Telecom Lab</li> <li>Manufacturing in a BOX</li> <li>Logistics in a BOX</li> <li>Retail Execution</li> <li>ehCOS</li> <li>Loyalty &amp; Rewards</li> <li>Licensing &amp; Permitting</li> <li>LightningBolt</li> </ul>	<ul style="list-style-type: none"> <li>Financial Force PSA</li> <li>Vlocity – Telecom and Insurance</li> <li>Integrations (MuleSoft, Extension Platform)</li> <li>Contact Center, Service desk solutions</li> <li>Salesforce Direct Connect/over VPN (Japan)</li> </ul>	<ul style="list-style-type: none"> <li>24x7 Global Support, L1-3</li> <li>BPO for Insurance &amp; Healthcare</li> <li>CoE, DevOps Run</li> <li>Flex Staffing</li> <li>License Resale (Japan and specific regions)</li> </ul>

• Gartner CRM and Customer Experience Magic Quadrant, 2016 and 2017

### Why NTT DATA

Because NTT is a Salesforce Platinum consulting partner globally, our professionals are highly skilled in all related solution and technical disciplines. They can support you in developing a successful design, carrying out a global implementation, and supporting ongoing use, management, and enhancement. Our experienced, certified Salesforce consultants provide objective advice combined with deep functional and technical expertise to ensure your Salesforce implementation delivers on all your business goals.

When you partner with us for your Salesforce and related cloud services, you get:

- A full lifecycle approach that facilitates cloud transformation, reduces risk, and delivers benefits faster and further
- The expertise of a Salesforce Platinum consulting partner
- The proven experience from 3000+ client projects across many industries
- 1700+ Salesforce certifications for all Salesforce products and platforms
- A recognized “Leader” in CRM and CX by Gartner two years in a row\*
- The resources and support of a global cloud integration solutions provider
- A service provider with alliances with other leading solution providers built on the Salesforce platform such as FinancialForce and Velocity.
- Deep relationships with other cloud providers such as Amazon, Pivotal, Dell EMC, Microsoft and VMware.
- Expertise in integrating Salesforce solutions with other systems such as SAP and Oracle; we specialize in complex projects with multiple third-party integrations and large data volumes

Visit [nttdataservices.com](http://nttdataservices.com) to learn more.

NTT DATA Services partners with clients to navigate and simplify the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. As a division of NTT DATA Corporation, a top 10 global IT services and consulting provider, we wrap deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.