



SALESFORCE AT CDW OVERVIEW



Evaluate new technology against your current system performance for maximum ROI



Identify new business and revenue models that provide your enterprise with strategic advantage



Dive into the functional areas most in need of attention to determine best course of action: optimize or transform

OUR SALESFORCE FOCUS AREAS:

- **Experience Cloud**
Used to create high performance websites and applications for customers and employees.
- **Service Cloud**
A suite of intelligent tools that show a complete, shared view of every customer interaction.
- **Sales Cloud**
Connect with customers, forecast with confidence, and transform the buying experience.
- **Commerce Cloud: B2B and B2C**
Create exceptional commerce experiences for all types of businesses.
- **Marketing Cloud**
Engage customers and drive revenue using digital marketing tools and Pardot.
- **Configure, Price, Quote (CPQ)**
Provide accurate pricing with any given product configuration.
- **MuleSoft**
Unlock and integrate data from any system to deliver mission critical information.

SALESFORCE INDUSTRIES

- **Retail**
- **Financial Services**
- **Healthcare & Life Sciences**
- **Manufacturing**
- Logistics/Distribution
- Hospitality
- Higher Education
- Nonprofit

ABOUT SALESFORCE

Salesforce is cloud-based software designed to help businesses connect to their customers in a whole new way. Over 150,000 companies of all sizes are using Salesforce to grow their business and unite your teams with a single customer view. Customer 360, Salesforce's complete suite of products, has the power to bring together your marketing, sales, commerce, service and IT teams into one unified platform. Now your business can be equipped to help your employees focus on delivering meaningful customer experience from prospect to closing and beyond.

For more information about our company and downloadable content, please visit our [Salesforce App Exchange](#) listing or send an email to salesforce-requests@cdw.com.



SALESFORCE FEATURES

- 01 Salesforce Assessments**
Improve security, adoption, performance, usability and commerce functionality
- 02 Salesforce Professional Services**
Deployments across Sales & Service, Commerce, Experience, Marketing, CPQ and MuleSoft
- 03 Salesforce Support Services**
Support and maintenance to keep your tools running smoothly

OUR SALESFORCE OFFERINGS:

- **Salesforce Performance Audit**
A review and analysis of customer's current state, including the health and performance of the tool
- **Salesforce Envision**
A discovery phase with key stakeholders to identify goals, strategy, processes and high-level requirements to build a future state vision
- **Salesforce Commerce Support Services**
Sized right for your needs; provides you with the technical support and infrastructure to ensure your Salesforce environment is running at peak efficiency
- **Specialization Services: Salesforce Commerce Cloud**
Gain key insights into the performance metrics around your current SFCC implementation. Address gaps in your commerce platform with the benefits of SFCC. Plan a strategic migration from your current solution to Salesforce Commerce Cloud.

ABOUT CDW

CDW is a Fortune 500 company with over 250,000 customers and the ability to provide solutions in over 150 countries!

With Sirius/CDW's Salesforce partner ecosystem, we are backed by over 300 Salesforce credentials, over 1500 Salesforce projects and 20 years of experience platform implementations.

CDW is uniquely positioned to be an end-to-end vendor from product to service to post-delivery. We are one of the rare 30% of vendors that stay actively involved an invested to form true collaborative partnerships with our clients.

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