

APLICACIONES EMPRESARIALES (SAAS)

Salesforce

HOW CAN TELEFÓNICA TECH HELP?

You have the possibility of contracting any of the Salesforce framework solutions with Telefónica Tech, depending on your company's needs

Companies today need to differentiate themselves from their competitors by using the information provided by their customers, getting closer to them, and learning from each of their interactions in order to increase their value proposition.

In this particular, **Telefónica Tech's commercial portfolio offers the possibility of contracting the implementation and parameterisation of any of the predefined solutions within the Salesforce portfolio** according to the needs of your organisation, being scalable as your business evolves.

The functional services in the field of Salesforce are provided by our **Telefónica Tech team, which has been managing the entire Salesforce platform of the Telefónica Group since 2014** and complements our value offer for our customers by providing differential aspects.

WHO IS THIS SERVICE FOR?



Organisations of any size that require a powerful CRM in the cloud and need to integrate with their business tools.



Organisations that want to win more customers by understanding their needs and concerns.



Companies with a large sales network that want to consolidate all the information on sales opportunities to optimise and make their movements more profitable.

OUR VALUE PROPOSITION

Our service

Telefónica Tech can cover all the customer's needs. From the sale of licences, to the different functional areas and tools of the Salesforce ecosystem with our consultancy team, both in its Sales Cloud, Service Cloud or Marketing Cloud and in its associated tools for data analytics.

Telefónica Tech offers the possibility of contracting the implementation and parameterisation of any of the pre-built solutions within the Salesforce framework according to the needs of the company.

What does it allow you to do?

This service will allow you to:

- › **Flexibility.** It has a high degree of adaptability. The company will be able to reorganise the elements of its CRM according to its needs and interests, and to do so whenever necessary.
- › **Multitude of options and applications.** In addition to the system implemented in the cloud, it is possible to access various applications that can be purchased on the AppExchange.
- › **Standard API links.** In addition to the AppExchange, you can also include other external applications in your Salesforce space.
- › **The world's largest cloud CRM platform.** It's an extremely broad ecosystem, with all that that entails.

Benefits

Global Consulting

We provide a multidisciplinary approach with solutions developed through a strong global presence and recognised technical expertise.

Flexibility

To set up different live exit strategies: big bang, functionality or geography.

Competence in Processes

Outstanding skills in knowledge of commercial, after-sales and marketing processes.

Technology expertise

Leaders in digital transformation projects leveraging Salesforce technology and its suite of applications, with E2E delivery capabilities.

Telefónica Tech's differential value



We are leaders in digital transformation projects leveraging Salesforce technology.



We have a global presence. Our professional services provide a multi-disciplinary and global approach.



We have outstanding capabilities in the knowledge of commercial, after-sales and marketing processes.

TEAMS & ACHIEVEMENTS

Nuestros equipos

- › Presencia en **16** países.
- › **7,500** usuarios internos.
- › **1,700** usuarios externos.
- › **17 FTEs** expertos + partners.

Logros

- › **2,5 millones** de clientes en una única instancia multiorg.
- › **2 millones de oportunidades gestionadas en 5 años.**
- › **Integración** con **20** sistemas legados en España.

BUSINESS MODEL

Our commercial portfolio offers the possibility of contracting the implementation and parameterisation of any of the pre-built solutions within the Salesforce framework according to the company's needs: sales,

commercial support, integration, etc., thanks to our experience and agreements with the main players in the market.

RELATED PARTNERS



RELATED SERVICES

Productivity

Improve your employees' productivity with the solutions we offer you, always up-to-date, in a monthly fee model and always with our differential support.



Dynamics 365

This cloud suite brings together the best applications for business processes such as CRM and ERP, and integrates with office and collaborative tools (Microsoft 365), and Business Intelligence (Power BI).



Cloud Comms

A service to communicate with everyone, easy to use and deploy based on market-leading technologies.



Contact us to start the digital transformation of your organization.

