



Ofir Golombek

Salesforce Practice Co Leader

Tel: +972 (0) 3 608 5220/233 | Mobile: +972 (0) 52 6008 233

ofgolombek@deloitte.co.il



Tovi Kochav

Salesforce Practice Co Leader

Tel: +972 (0) 3 608 5220/233 | Mobile: +972 (0) 52 9204 343

tkochav@deloitte.co.il

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Deloitte Digital & Salesforce

Deloitte Digital drives change

Re-imagine your connection with customers

To thrive in the new world of digital, companies need to be faster and smarter, finding new ways to reach customers at every touch point. Success depends on the latest innovations in cloud, analytics, mobile, and social – and a whole new digital mindset.

Deloitte Digital’s vision is simple. We empower our clients to re-imagine how they connect and engage with their customers. Our goal is to be the best in world at driving digital transformation using the Salesforce platform. By redefining your customer’s digital journey, you can look forward to stronger brand loyalty, a better customer relationship, and a sales process so personal it feels effortless.

We’ve transformed the traditional model of the way we work. We are one part agency and one part consultancy. Allow us to show you how our designs inspire, our industry experts understand your challenges, and our global team makes one-to-one customer relationships a reality.

Different is better

No one likes to be marketed to, but everyone loves a great experience. It’s in our digital DNA to help you create just this experience for your customers. The Deloitte Digital Salesforce practice is different in three distinct ways:

Salesforce Experience Industry Perspective Artful Engineering



Salesforce Experience

Deloitte Digital has a long history teaming with Salesforce. This means we work hand in hand with each other, for the best possible outcome for your business. As the Salesforce eco-system grows we are expanding our credentials to include leading cloud technology companies - from CPQ to field service.

With Salesforce professionals in 28 countries, we are available to deliver where you need us. Our Agile methodology is baked into every project we do, from day one. We use proprietary project management tools and work is managed through quick iterations called sprints facilitated by the scrum master, and progress is visualized with Kanban-inspired tools.

Industry Perspective

Deloitte Digital offers practical insight from experienced industry practitioners. Our strategic clarity comes from a deep knowledge of the sectors and specific methodologies developed from years of honing best practices. We are a certified provider of Salesforce Fullforce industry solutions. These offerings include deep specialization in Banking, Insurance, Life Sciences, Healthcare, Manufacturing, Media, Retail and Public Sector. We are also recognized for our innovation in Salesforce Sales, Service, Marketing, Communities, Wave Analytics and Force.com.

INDUSTRY AND CLOUD OFFERINGS

Our Salesforce FullForce Certified industry solutions can help companies tap into the power of social, mobile, analytics and connected cloud technologies with speed and scale. Our set of solutions includes more than 20 accelerators:

adApp	Analytics
Bankapp	c*link
Citizen Connect	CloudMix 2.0
Complaints Management	ForceFirst
EngageMe	Hub
FastConnect	Marketing Resource Management (MRM)
FastLean	Partner Relationship Management
MedConnect	Pocketsales
Member Connect	Tracker
Patient CRM	
Patient Connect	

Artful Engineering

Customer engagement in the digital world goes far beyond CRM. We can empower your Salesforce implementation with mobile apps, digital experiences, interactive applications, and seamless data integration. New technologies and business models make one to one customer relationships a reality.