

## 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 four distinct ways – creative firepower, industry perspective, Salesforce experience, and artful engineering.

# DIGITAL TRANSFORMATION

ARTFUL  
ENGINEERING

INDUSTRY  
PERSPECTIVE

CREATIVE  
FIREPOWER

SALESFORCE  
EXPERIENCE

**Deloitte.**  
**Digital**



### Creative Firepower.

Deloitte Digital has honed our ability to look at complex problems in new ways to help companies move at the speed of digital. We can infuse your projects with bold, innovative thinking to help you re-imagine customer engagement and business transformation.

We're making significant investments in creative talent and emerging technologies. The creative teams in our 18 studios across the globe, can deliver the high-impact digital experiences that inspire engagement, preference, and loyalty.

### 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 Service Cloud, Sales Cloud, Force.com, Communities, Wave Analytics Cloud, Marketing Cloud and Salesforce1.

### INDUSTRY AND CLOUD OFFERINGS

adApp	Patient CRM
ConnectedBank	Patient Connect
businessCONNECT	Analytics
citizenCONNECT	ConnectMe
Complaints Management	CloudMix 2.0
EngageMe	ForceFirst
examinerCONNECT	Hub
FastConnect	Marketing Resource Management (MRM)
FastLean	Partner Relationship Management
MedConnect	Pocketsales
Member Connect	Tracker

### 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.

To learn more about the Global Deloitte Digital Salesforce Alliance, visit [www.deloitte.com/salesforce](http://www.deloitte.com/salesforce) or contact [salesforce@deloitte.com](mailto:salesforce@deloitte.com) or follow us at [@DeloitteDigital](https://twitter.com/DeloitteDigital).

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