

# Salesforce Health Check

## Subtitle

A peep at some distant orb has power to raise and purify our thoughts like a strain of sacred music, or a noble picture.

● **CONSLEAGUE**

Here to help you thrive.

Service Definition

salesforce

**PARTNER**



# About Consleague

## Our Story

We empower you to make the right decisions.

At Consleague, we take the time to listen and provide assistance in arriving at a strategy that works best for our clients.

Established for over 10 years, Consleague is a Salesforce Partner intently focused on the delivery of Salesforce solutions to small, medium and enterprise clients.

We offer services that spearhead the day to day work challenges into manageable techniques, processes, and strategies which as a whole contributes seamless integration and implementation.

## What makes us different?

Our people and process

We strongly believe in our ability to deliver for our clients and that begins with our highly talented team members.

**Consleague has invested heavily by working with the very best team players. Dedicated to their field of craft and industry sector, our leaders are experienced in Financial Services, Health & Life Sciences, Hi-tech and Manufacturing verticals.**

This high level of Industry experience means our teams are fully aligned with our clients, equipped with a deep understanding of the industry giving us a distinct advantage.





# Service Definition

Consleague are proud to be a Salesforce Summit Partner, providing consultancy, implementation, architecture, development and support throughout the Salesforce ecosystem, including Service, Sales Cloud and Marketing Cloud. We offer cost-effective solutions meeting business, operational and security requirements for small, medium and enterprise clients, delivered by our dedicated team.

## What can it do for you?

A Health Check will provide you with a 360-degree view of your current installation and business processes. This will be carried out by an experienced salesforce consultant with public sector knowledge. A full and detailed report will be produced providing you with clear recommendations on how to maximise your business benefits by leveraging the salesforce platform.

### Service features

- Dedicated developer and consultant review to understand your implementation
- Identifying areas of Salesforce you aren't currently using
- Recommend how to extend/amend implementation and improve automation
- Tips on increasing user adoption and training
- Service Cloud and Sales Cloud implementation
- BI, analytics, reporting and dashboard development
- Platform configuration
- Force.com (Platform) development
- Data Model, Security Model, design, data migration & integration services
- Migration to Lightning User Interface readiness check

### Service benefits

- Maximise CRM implementation
- Ensure you are taking advantage of latest features
- Business process and automation improvement
- Technical Architects, Salesforce administrators, developers, product managers and BAs
- User training services
- Using platforms to enable your business model
- Cost effective, value driven services and support

# Additional Information

## Onboarding and Off-boarding process

### Fully Understanding the Requirement

We will work with you to fully understand the requirement, so that we can provide the right resources and the relevant experience at the appropriate level of seniority.

### Project Team

Having the right team on board from the beginning, and throughout the project, enables outputs to be delivered in the desired timescales.

### Work Synergistically and Innovatively

We will suggest the optimum delivery mechanisms and solutions that will deliver the most benefits over time.

### Service Scope

We will ensure that the scope of the service is properly quantified. This means not only agreeing the logistics (e.g. deliverables, timescales, quality criteria), but also understanding your constraints, sensitivities and key drivers to ensure the outputs fully match your expectations.

### Review / Agree Services

After the initial discussions and planning, you will have the opportunity to review and amend a draft Statement of Work(s) / Services. We want to ensure that we start on a mutually agreeable basis and have fully aligned objectives.

### Ordering and Invoicing

Once we have agreed a Statement of Work(s), we will sign the appropriate agreement and complete a Call-Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then agree on a start date and commence work. Invoicing is usually based on the submission of monthly timesheets and any expenses for consultants providing services, along with our invoice, or against service delivery / milestones tied into the Statement of Work(s). Payment terms are 30 days or less, as may be agreed. Please note: we are not able to accept Government Procurement Card (GPC) payments.

### Termination Terms

Since there is no licensing agreement for the services we are offering, there are no additional termination terms, which would be in accordance with the Framework Agreement and Call Off contract.

### Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree on these at the start of the work

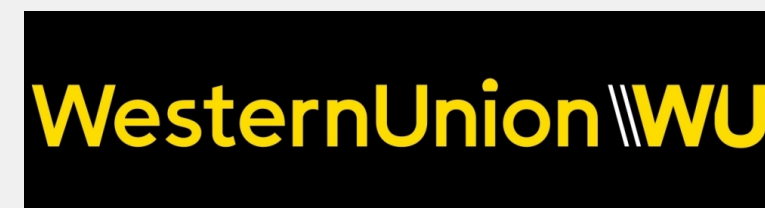
# Our Clients

**We're proud to have worked with over 100 companies since our inception.**

Our client base is a growing and exciting group of companies that range from the most exciting, up and coming start ups, through small and medium sized organisations, all the way up to multinational Enterprises.

Our teams are comfortable working at any level and feel our process is highly adaptable to organisations of any size.

A selection of our client base here speaks for itself.



Consleague are our preferred partner. They offer a wealth of Salesforce knowledge, expertise and combined with the Consleague's dedicated, enthusiastic, customer-oriented resources, we get a wonderful proposition that offers great value and provides excellent RoI for the IT investment. Consleague work as a partner and it shows every step of the way.



Consleague team has done a great job with our salesforce implementation.



Really successful engagement, very professional, in-depth project assistance, great communication or project & management assistance.



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# Thanks for listening

*We very much look forward to working  
with you.*

**Mohan Elango - CSO**

**Mohammed Amjad Khan - COO**