

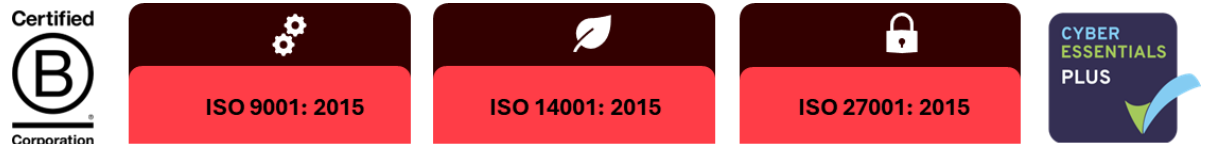
Salesforce Delivery and Implementation

About BearingPoint

B°

BearingPoint is a management and technology consulting firm with multidisciplinary teams serving clients across industries in the UK, Europe, and worldwide. We offer leading edge cloud products and services to support our Public Sector clients to maximise their operational outputs, set clear strategy and commit to sustainable business practices.

We have an established and growing UK team dedicated to working with clients across Central and Local Government, Government agencies, NHS organisations and Not-for-Profit Organisations. Most of our team have prior experience in public sector roles which enable them to embed themselves with clients teams and their ways of working seamlessly. Through collaborating with our public sector teams in other countries (France, Germany, Ireland, Sweden, ...) we share international best practice, insights and solutions, where suitable.



Key Facts & Figures

Our mission is simple: To work with our Public Sector colleagues to deliver better service and value for money for the public, and the organisations who serve them. For us, value for money is not simply the affordability or technical excellence of the cloud products we provide. It is also helping clients achieve the service improvements, efficiencies and business benefits that advanced digital solutions offer. This includes planning and designing the cloud services that will be delivered using our products. Our delivery approach reflects industry standards and best practices, augmented by our extensive practical experience.

3

Business Areas:
Consulting
Products &
Capital

5

Spotlight Services:

- People & Strategy
- Customer & Growth
- Finance & Risk
- Operations
- Technology

47

Offices Worldwide

85

Technological
Partners
Worldwide

6100+

People Worldwide

1810

Projects Delivered
Globally

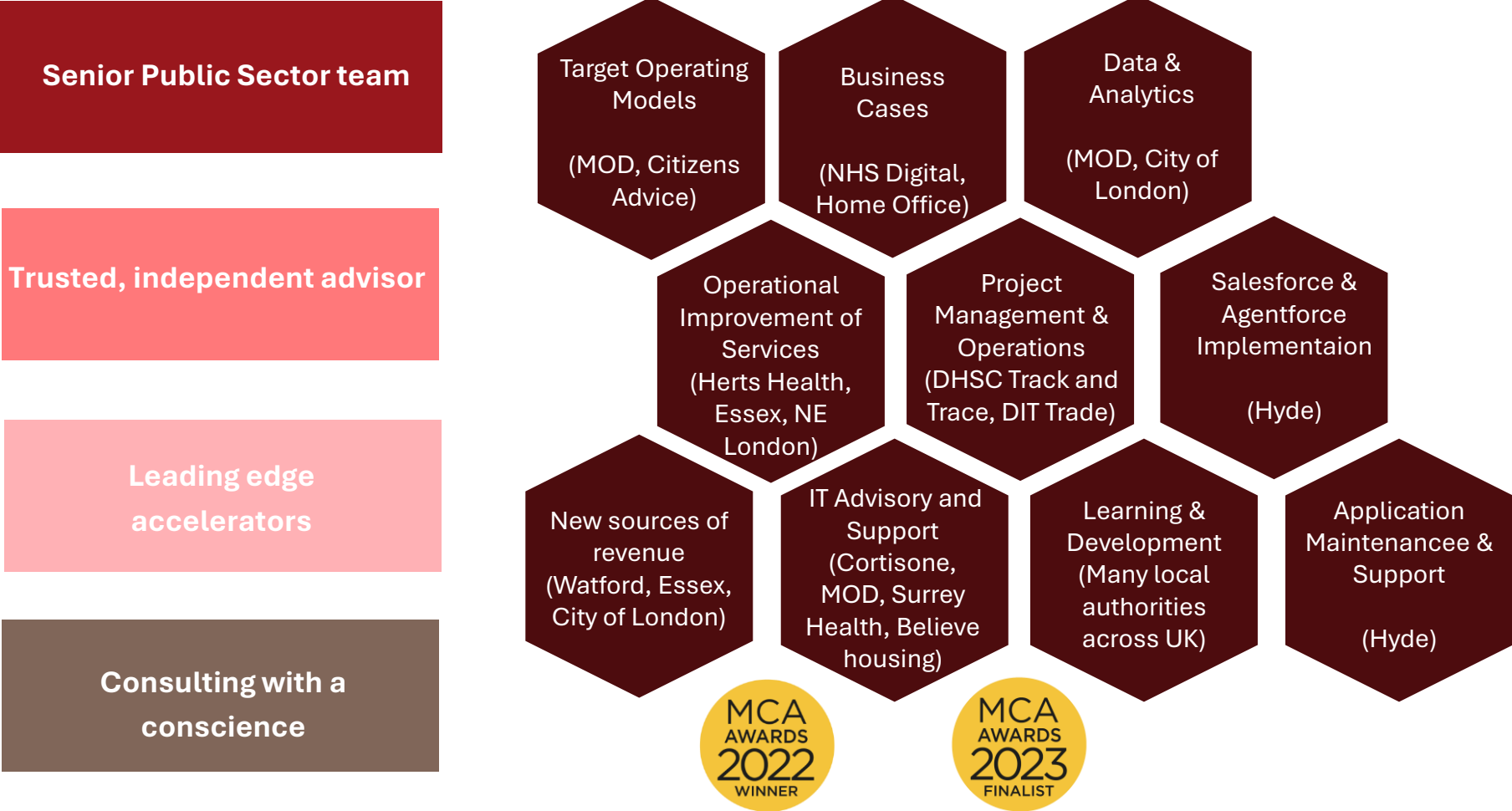
- Central Gov.
- Gov. Agencies & NDPBs
- NHS Organisations
- Educational & Research Institutions
- Not for Profit Organisations & Charities



Rated Platinum by
Consultancy UK in
Public Sector



Commitment to the
Armed Forces
Community



BearingPoint Salesforce Capability

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BearingPoint provides a fresh and unique approach for Salesforce projects leveraging our “CX First” methodology, our deep industry process knowledge and our expertise in the “art of the possible” when it comes to innovative Salesforce multi-cloud solutions.

We pride ourselves to be a nimble and personable partner with the support network of one of Europe’s largest consulting organisations driving tangible business outcomes for our clients with and beyond technology.

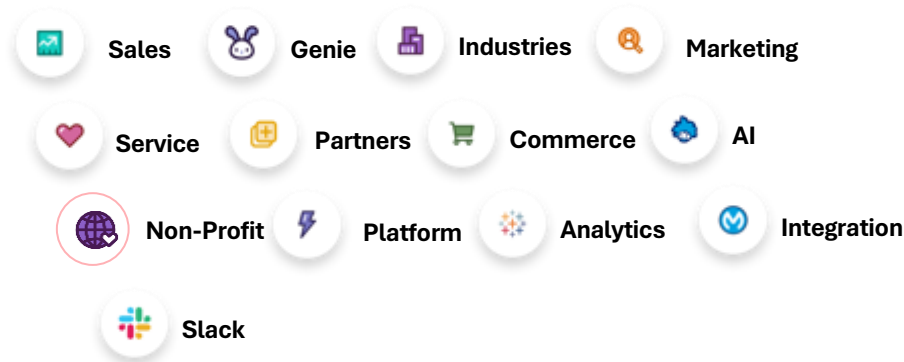
Focus Industries

...with specialised consultants and industry-specific assets providing Salesforce industry thought-leadership.

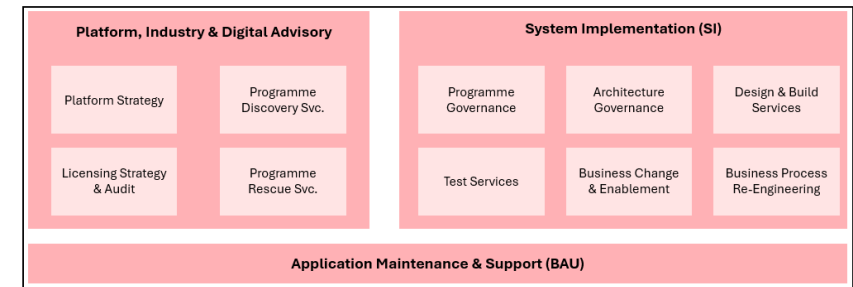
- Automotive
- Insurance
- **Public Sector**
- **Social Housing**
- **Non-Profit**
- Communication, Media & Telco
- Utilities
- Consumer Goods & Retail

Salesforce Product Experience

....with certified Salesforce consultants and experience in designing and building innovative Salesforce multi-cloud solutions.



Core Salesforce Services



CX First Methodology

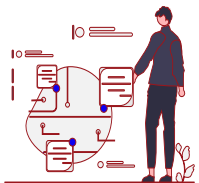
Developed from our experience gained in past engagements driving a customer-centric design and delivery model.

- Lead with customer journeys not requirements
- Integrated, collaborative & self-sufficient teams and empowered product owners
- Heavy prototyping
- Continuous improvement WoW
- Design thinking & Art of the possible
- MVP-Foundation-CI approach
- Potentially shippable increments
- Modern DevOps
- Lean & agile BPM

Salesforce for Non - Profit

Our Offering for Salesforce Non - Profit:

- Health Checks
- MVP/Prototyping
- Platform, Industry & Digital Advisory
- System Implementation
- Platform Evolution



Contact Centres of the future

Our connected offerings Contact Centres of the Future:

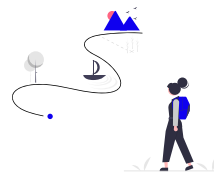
- Digital Leaders Study
- Maturity Assessment
- CX Performance Dashboards
- Digital Transformation
- Contact Centre CX Optimisation



Customer Experience and Journey Design

Our Offerings for Customer Experience & Customer Journey Design

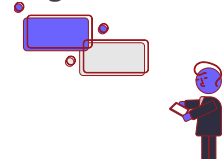
- Customer Experience/Operational Review
- Product / CX Design Thinking
- Digital Transformation
- Product Proposition Dev & launch
- Customer Journey Design
- CX-led Transformation



Salesforce Platform Services

BearingPoint Salesforce Platform Services - everything from a single source:

- Assistance: Service requests, training & rollouts
- Prevention: Monitoring Continuous Improvement
- Maintenance: Operations & Support Deployments
- Evolution: Change Requests Development
- Validation: Testing-as-a-Service Automated Testing



Salesforce for Social Housing

Salesforce meets these key requirements:

- Tenant Engagement Portal
- Community Engagement
- Sales and Marketing New Homes
- Efficient Maintenance Resolution
- Automated Rent & Financial Management
- Property, Asset Master and Compliance



Salesforce for Not for Profit

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Study

Health-checks

- Salesforce best practices
- Technical landscape analysis
- Data integrity
- Adoption analysis



MVP/ Prototyping

- Quick Starts
- Building proof of concepts based on customer problems
- Providing working solution ahead of actual implementation



Platform, Industry & Digital Advisory

- Platform strategy
- Programme discovery SVC.
- Licensing strategy & audit
- Programme rescue SVC.
- Change management



System Implementation

- Programme & architecture governance
- Design & build services
- Test services
- Biz change & enablement
- Business process re-engineering



Platform Evolution

- Salesforce Support management through mix of onshore, nearshore & offshore



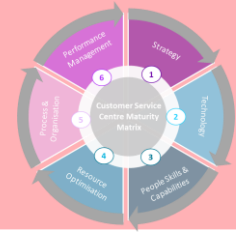
Transformation

Contact Centres of the Future

Study	Digital Leaders Study	• Use a Contact Centre • Rate Experience • Publish Findings	• Generate Leads
	Maturity Assessment	• Undertake (paid) Discovery • Identify Areas to Improve	• Propose Project
	CX Performance Dashboards	• KPI Definition • Performance Tracking	• Building a CX Culture
Transformation	Digital Transformation	• Platform, industry and digital advisory • System implementation	
	Contact Centres CX Optimisation	• Building a CX Culture • Connecting Digital and Live Experiences	• Self-Serve • Ways of Working

Resource Management: Anaplan

Ops Model: Strategy/Due Diligence/Outsourcing



Process Excellence/Design

People: Active Manager



Customer Experience & Customer Journey Design

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Study	Customer Experience – Operational Review	Assessment of the Customer Experience Management analysed across 8 primary lever
	Product / CX Design Thinking	Product or CX Design Thinking workshop design and facilitation (including BMC); supporting product concept & business model definition
	Digital Transformation	E2E Product/project management for digital capabilities business requirement capture & delivery
Transformation	Product Proposition Dev & launch	- Global & Regional Launch of new/innovative product propositions - Market Readiness - Proposition Concept & Design
	Customer Journey Design	- Customer Journey Concept Design - Iteration & socialisation - Customer persona creation - Transformation Roadmap
	CX-led Transformation	- Customer experience led e2e transformation - Process mapping & implementation - Dc2/NBM Service operations design - Product & Ops change launch

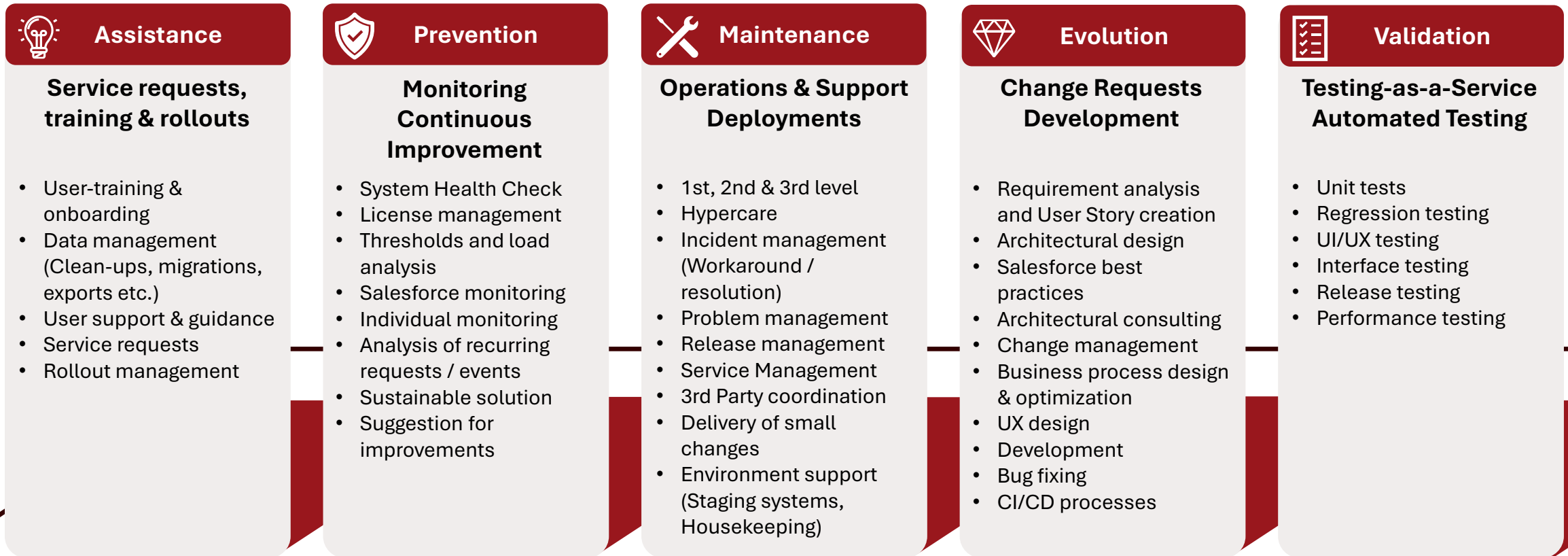
Current and/or Delivered Projects:



Salesforce Platform Services: 5 Pillars for the Success of Your Salesforce Solution – Efficient, Effort-Based and from Real Experts

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BearingPoint Salesforce Platform Services – Everything from a single source

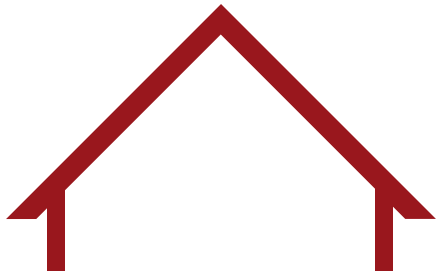


BearingPoint Salesforce Platform Services

Salesforce for Social Housing: Our Approach

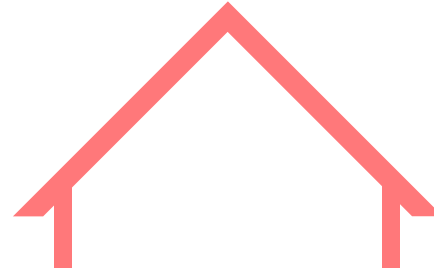
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BearingPoint Salesforce Platform Services – Everything from a single source



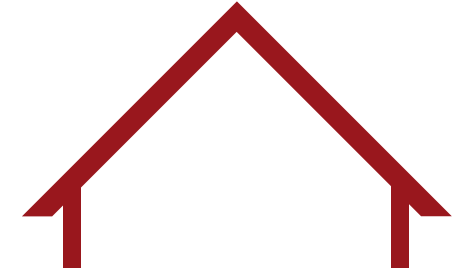
Deep Salesforce and Housing skills

- A senior team with experience of successful Salesforce transformations in UK housing associations but also internationally
- Strong record of housing advisory and Salesforce implementations across all areas
- Key assets to accelerate deployment of Salesforce within housing:
 - “Salesforce for Housing” capability framework
 - “Art of the possible” tenant experience



Trusted, flexible and collaborative delivery partner

- Deep market-leading international capabilities on both technology and business processes
- Clients comment on the quality of our work, our collaborative spirit and how we are easy to work with day-to-day
- Commercially flexible and willing to share risk
- Nominated in three categories for (MCA) awards, including with Salesforce



Innovative methods to transform tenant experience

- A unique customer experience led “CXFirst” methodology for Salesforce projects.
- “Hyper-agile” methodology and engaging approach to adoption and change with all groups
- A desire to share assets across the sector to accelerate roll-out of Salesforce and ensuring transformation

Salesforce for Social Housing: Key Components

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1. Tenant Engagement Portal

Comprehensive Profiles: Gather and consolidate tenant information, including lease agreements, payment history, maintenance requests, and communication preferences.

Interaction History: Track tenant interactions across all touchpoints, allowing housing associations to understand tenant behaviour and preferences.

2. Community Engagement

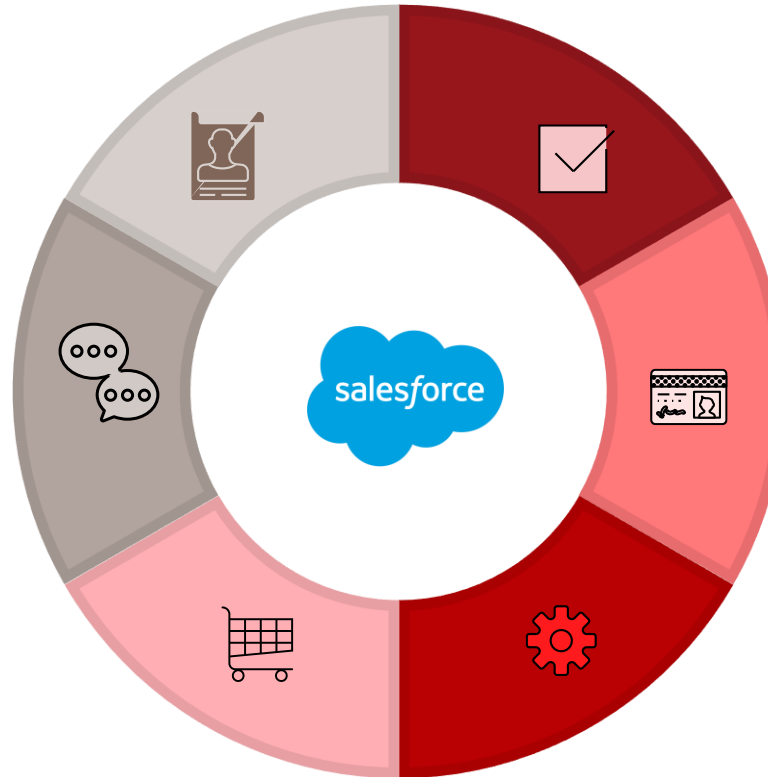
Event Invitations: Automate event invitations for community gatherings, workshops, or social events, allowing tenants to RSVP and participate seamlessly.

Feedback Surveys: Automatically send post-event feedback surveys, gauging tenant satisfaction and gathering insights for future improvements.

3. Sales and Marketing New Homes

Customer engagement: Integration with new homes websites and third-party portals to capture customer enquiries and automate sales journeys and provide sales pipeline dashboards

Property viewing develop a seamless property viewing process involving agents setting up a slot, customer booking the slot, automated reminders and customer feedback collection.



6. Property, Asset Master and Compliance

Property master and document management: manage property and asset data at the heart of an integrated platform, linking to issue management, and relevant compliance documents

Regulatory reporting: produce tailored reports to meet formats of the Regulator of Social Housing (e.g. Tenant satisfaction measures, Statistical data return, Local Authority Data Return)

5. Automated Rent & Financial Management

Automated Rent Reminders: Send automated rent payment reminders to tenants via SMS, email, or app notifications, reducing late payments and improving cash flow.

Online Payment Integration: Integrate secure online payment gateways, allowing tenants to pay rent conveniently through the Salesforce portal.

4. Efficient Maintenance Resolution

Automated Maintenance Requests: Enable tenants to submit maintenance requests through the Salesforce portal, triggering automatic ticket generation and assignment to appropriate staff.

Real-time Updates: Tenants receive automated updates on the status of their maintenance requests, ensuring transparency and tenant satisfaction

Contact Us

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