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Vinmore & DDATS Salesforce Service – Service Definition

Service Description

Vinmore and their expert ecosystem partner, DDATS, have developed the DDATS Salesforce Service.

Vinmore and DDATS provide cloud support services for Salesforce-based applications, covering administration, configuration, enhancement, and ongoing maintenance. The service includes incident management, minor changes, release support, and platform optimisation. Support is SLA-driven and KPI-measured, ensuring secure, reliable, and well-performing Salesforce solutions aligned to business processes and user needs.

Service features

- Sales Cloud configuration, customisation and lifecycle support
- Service Cloud case management, automation and omnichannel support
- Marketing Cloud campaign automation, personalisation and analytics
- Commerce Cloud storefront development, integration and optimisation
- Revenue Cloud CPQ, billing and subscription management
- Industry Cloud solutions tailored to sector-specific requirements
- Experience Cloud portals, workflows and user engagement
- AI and analytics using Salesforce Einstein and reporting
- Digital advisory, transformation and application modernisation services
- Governance, security, compliance and platform optimisation services

Service benefits

- Improves sales productivity through streamlined processes
- Reduces case resolution times with intelligent automation
- Enhances customer engagement across digital channels
- Enables data-driven decisions using real-time analytics
- Reduces operational costs through platform optimisation
- Improves revenue forecasting accuracy and visibility
- Accelerates digital transformation using proven Salesforce expertise
- Reduces deployment risk through governed release management
- Simplifies complex workflows using low-code automation
- Enhances security and compliance across Salesforce platforms

Why Choose Us?

We understand that when it comes to selecting a G-Cloud service provider, you have numerous options. Here are compelling reasons why you should choose us:

Expertise and Experience

With years of experience in the industry, our team comprises experts who are well-versed in the latest trends and best practices. We pride ourselves on our deep understanding of the unique challenges and opportunities within your sector.

Customised Solutions

We recognise that every business is unique, with its own set of challenges and goals. That's why we offer tailored solutions designed to meet your specific needs. Our approach is flexible and adaptable, ensuring that we deliver the best possible outcomes for your business.

Commitment to Quality

Quality is at the heart of everything we do. We are committed to providing services that exceed your expectations. Our team follows rigorous quality assurance processes to ensure that we deliver exceptional results every time.

Customer-Centric Approach

Your satisfaction is our top priority. We strive to build strong, long-term relationships by listening to your needs and providing proactive support. Our team is always ready to assist you and address any concerns you may have promptly.

Innovative Solutions

In today's fast-paced business environment, innovation is key. We continuously invest in research and development to bring cutting-edge solutions that drive growth and efficiency for your business.

Proven Track Record

Our success stories speak for themselves. We have a proven track record of helping businesses like yours achieve their goals through our services. Our clients trust us to deliver results that make a tangible difference.

By choosing us, you are partnering with a team dedicated to your success. We look forward to working with you and supporting your business on its journey to excellence.

Additional details

To get further details on this service and discuss your specific requirements, please send an email to maureengore@vinmore.co.uk or vinitgwami@vinmore.couk or call Maureen on 07900655120, or Vinit on 07825781086.