



## DIGITAL TRANSFORMATION: Our Salesforce Practice

We believe every customer experience should be a great one.

Like you, we know the power of great customer experiences and we are committed to helping our Clients leverage solutions that truly transform the customer relationship.



As a Salesforce Registered Consulting Partner, our team brings together the deep expertise of Salesforce Certified Engineers, with 33 years of technology implementation and integration expertise.

### Our Services

Designed to help you leverage Salesforce from start to finish, we utilize agile methods that enable the delivery of early value while engaging end users in the journey.



#### Salesforce Implementation

With expertise across the Salesforce stack, including Sales Cloud, Service Cloud, Community Cloud, Salesforce Lightning, we can guide you through the implementation journey, making sure you realize the benefits you set out to achieve.



#### Salesforce Managed Services

Managed services team provides ongoing services and support to optimize your investment in Salesforce and maximize business results following the initial implementation.



#### Application Integration

We work with your teams to fully integrate Salesforce into your internal systems and third-party applications with the goal of improving processes across the organization. We have certified experts in Mulesoft.

## Highlights: Salesforce at Online

**17+** 17+ active Certifications across the Salesforce stack

**65** NPS Score on an industry average of 41, supported by a commitment to delivering results

**4** Salesforce experts located in 4 major cities throughout Canada: Vancouver, Calgary, Winnipeg, and Toronto

**350+** An Online team of over 350 professionals across North America

**SALES CLOUD**



**SERVICE CLOUD**



**COMMUNITY CLOUD**



**LIGHTNING ENABLEMENT**



**MULESOFT INTEGRATION**



## Client Success Story

Our International Telecommunications Client was looking for a solution that would help them support their largest customer base across multiple channels and within new Service Level Agreements (SLA). They also needed to ensure they had a change management process that would support ongoing enterprise initiatives.

## The Solution

Working with Sales Cloud, Service Cloud and Integration to both Netcracker and a customer portal, Online built out a holistic solution that enabled Service Desk Agents to effectively and efficiently serve their clients. Online collaborated with various groups and executives to define business processes and turn these into automated processes within Salesforce. Online also worked to establish governance for change management to empower our client to support ongoing enterprise projects.



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Founded in 1986, Online Business Systems is North America's leading Digital Transformation and Cybersecurity consultancy. We help enterprise Clients by designing improved business processes enabled with secure information systems. Our unsurpassed delivery, our people, and the Online culture of loyalty, trust, and commitment to mutual success set us apart.