

CLOUD GIANTS FACT SHEET



OVERVIEW

Cloud Giants is a leading Salesforce Consulting Partner headquartered in North Carolina's innovative Research Triangle Park. We help our clients drive revenue and maximize their investment in Salesforce by solving their most complex and critical challenges. We are focused on providing long-term value to organizations and know that as a partner in digital transformation, there is no finish line, only constant advancement towards your goals.

CLOUD GIANTS SENIOR LEADERSHIP



Kelly Pfrommer
Chief Executive
Officer



Holly Cullen
Chief Operations
Officer



Jeff Finken
Chief Strategy
Officer

Cloud Giants team members have served as Product Owners, System Administrators, Solution Architects, and Business Analysts for several multi-billion dollar businesses using the Salesforce platform.

SALESFORCE EXPERTISE

Our team has deep technical expertise and knows how to create long-term value for organizations across industries. We tailor our work to each client's needs, implementing and optimizing solutions that align with their specific business goals.

CLIENTS

We have substantial experience working with health care, financial services, public service, education, consumer goods, high tech and SaaS companies.

We have acted as the trusted Salesforce experts for organizations including Devada, Rapid7, Magnus Health, PSI CRO, Habitat for Humanity of Wake County, Credo, Circle K, and other industry leaders.

SOLUTIONS

Configure, Price, Quote (CPQ)
Quote to Cash Processes
Salesforce Expertise as a Service
Business Process Modeling
Custom Development
Sales Effectiveness
Health Checks
Roadmaps
Implementations
Integrations
Mobile Apps
Reporting & Analytics
Coaching and Training



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OUR APPROACH

We focus on three core areas during engagements to ensure success for both our clients and our team.

This proven process has shown time and again that our efforts are providing the right solution for our clients' needs.

ALIGNMENT

- Client onboarding to establish an informed and agreed on framework for a successful partnership based on the business needs.
- Recurring meetings to ensure alignment on work and priorities throughout relationship even as priorities may shift.
- Quarterly resets to ensure alignment, communicate progress, and review the necessary technical investments needed to support the company's future.
- Offboarding to shore up the long-term value of the solutions provided, protect data, and ensure overall health of engagement and deliverables.

ORGANIZATION & COMMUNICATION

- Tracking work, solutions, and hours for visibility using TaskRay integration with Salesforce.
- Weekly email updates to regularly communicate progress with stakeholders, the identified priorities and any necessary shifts, and hours that have been consumed.
- Monthly account planning to keep our team and stakeholders aligned and ensure future success.

SOLICITATION AND INCORPORATION OF FEEDBACK

- User acceptance testing (UAT) to assure the right solutions are built and key stakeholders have oversight of, and visibility into, the process.
- Capturing client feedback as well as benchmarking client satisfaction with Net Promoter Score surveys.
- Measuring client satisfaction at the end of projects using the Salesforce Customer Satisfaction survey.
- As a team, we are always striving to improve our proven process and are grateful for any additional feedback that can help us do so.

SCHEDULE A COMPLIMENTARY CONSULTATION

Contact us today to see if your organization is eligible for a complimentary consultation with an expert. We'll share our proven process and how it can help your team make the most of its investment in Salesforce.

In that consultation, we'll also share insights on your specific business requirements and what it takes to eliminate existing pain while implementing and optimizing new features that will excite your team.

Visit our website at cloudgiants.com or give us a call at 919-578-7711.

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CLIENT TESTIMONIALS

"We don't talk about CPQ anymore. It's just what we use to run our business. It's not a pain point or something the team grudgingly uses. It's just part of Salesforce and how we sell now, the process we go through. It used to be that the Production team had to spend a lot of time trying to decipher what was going on in order to deliver what was sold. Now, they're focused where they should be. It's no longer on my list of things to fix, adjust, or maneuver."

Matt Webb
Chief Financial Officer
Devada

"One year later and we still refer back to how Cloud Giants executed Salesforce work as the example of how to do it. That's something [the team] brought that not a lot of companies will. A lot of times consulting companies will come in and try to do things in the most expedient way possible and it may not be the best thing for the client. [Cloud Giants] thought about the work and did things the right way, and things work."

John Herson
Senior Manager, Enterprise Architecture
Rapid7

"I would specifically recommend Cloud Giants to a company who has some familiarity with Salesforce but really needs a partner to help them take that to the next level strategically. That's where we found the most value in our partnership."

Emma Jones
Credo
Chief Brand Officer and Owner

"The Cloud Giants team has been amazing. Everyone has taken what seemed to be an insurmountable task and made it into not only something manageable, but helped to begin laying the foundation for our vision. We're so grateful that our colleague found you all! We're feeling fortunate to be working with you all and looking forward to future projects as well."

Amanda Gunter, MS
Physician Assistant Education Association
Chief, Digital Learning & Culture
