



Enabling digital transformation through **Salesforce**

Consumers have increasingly become more demanding – they expect innovative and easy-to-use products with personalized services.

Nagarro is specialized in solving the most complex challenges in an agile way. At Nagarro, we are strongly focused on helping our clients push the boundaries of how they use Salesforce, enabling them to digitally transform their business and connect with customers in a whole new way!

Delivering Salesforce® solutions across domains



ISV



Travel &
Logistics



Industry &
Automation



Education &
Publishing



Energy &
Utilities



Life-sciences &
Healthcare



Public Sector &
Nonprofits



Retail &
CPG



BFSI

Offering end-to-end Salesforce® platform services



Strategic Consulting

- Process blueprinting
- Platform evaluation
- User experience strategy
- Roadmap definition
- Prototype development



Agile Implementation

- Platform development
- Product development
- End user training
- Legacy system migration
- Global delivery models



Ecosystem Integration

- Enterprise architecture
- System integration
- AppExchange® installations
- Mobile frameworks
- Data migration



Maintenance & Support

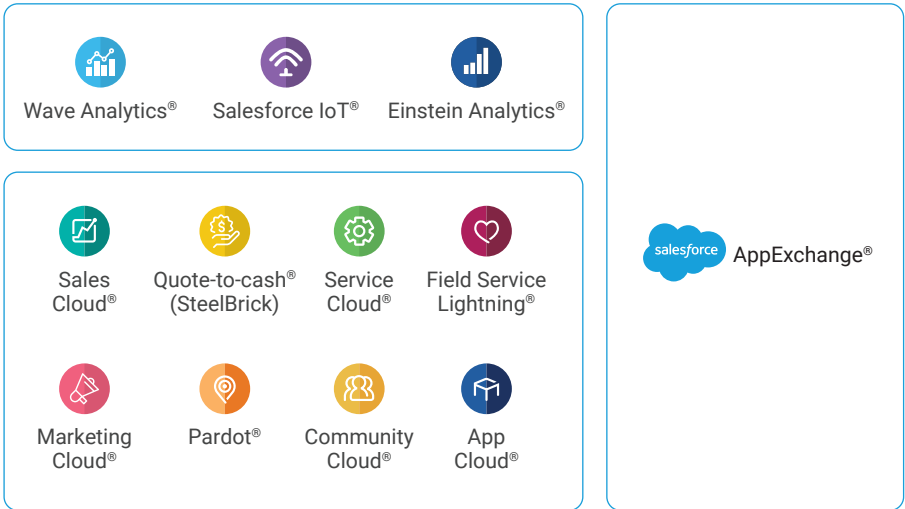
- L1/L2/L3 support
- Global support models
- Support process rationalization
- Application support
- Release management

Enabling our clients to build a connected ecosystem

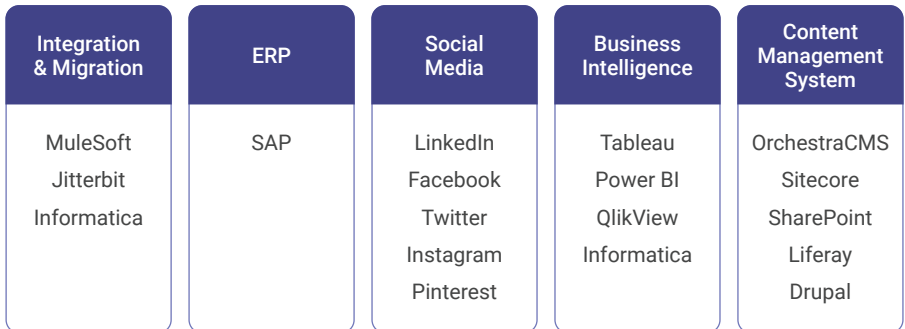
USERS



SALESFORCE® PLATFORM



INTEGRATIONS



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Success Stories

Working with Salesforce for a smarter selling experience



Nagarro developed a productivity app to help sales representatives manage their business relationships. Key features of the solution included on-boarding and registration, productivity boosts, contact management, reporting, and CRM functionality. The app helped users close more deals with minimum effort.

Streamlining customer service for global support teams

Nagarro designed unified customer support processes on Salesforce Service Cloud®. The new service console view provided a 360-degree system view and a well-categorized knowledge management system, leading to reduction in turnaround time for ticket resolution by 30%. Nagarro also designed an omni-channel customer portal using Salesforce Community Cloud®, leading to enhanced customer satisfaction.



360-degree customer view for personalized customer interaction



Nagarro created a centralized platform for unified customer view. The solution included omni-channel, automatic case assignments, language detection, CTI integration, chatter and a configured knowledge repository for faster case resolution, which lead to automation of 75% of manual work. The Salesforce Social Studio was also implemented to analyze customer behavior across social media networks and generate actionable insights for an enhanced customer experience.

Product innovation and professional services partner

For a leading supplier of software and services specifically designed for nonprofit organizations, Nagarro has successfully helped implement Luminare CRM™ (built on the Salesforce® platform) for 15+ organizations in domains such as education, healthcare, women rights, children, wildlife, and senior living. Nagarro also performs R&D of Luminare CRM™ as per updated framework and design of Salesforce, and designs robust systems with strong focus on data integrity.



"With the outstanding support, professionalism and commitment of Nagarro's SFDC team we achieved this thrilling milestone to switch to our new, fully integrated customer service platform today. This true international project with teams from Hanoi, Paris, Vienna, Bellevue and Gurgaon will allow us to gain further customer insight and drive our business growth."

Werner Huss

Ex-Global CIO, Automic



"I have never seen the dedication and commitment towards client satisfaction that I have seen from the Nagarro team... ecstatic with the creative solution that pinpointed the requirements and thrilled with the short time it took them to turn it around. My Blackbaud team is pleased to work alongside these guys and look forward to a continued partnership with their team."

Rheagan Timmerman

Portfolio Manager, Blackbaud

nagarro.

THINKING BREAKTHROUGHS

AMERICAS

EMEA

ASIA-PACIFIC



5000+ people in **20** countries
across the globe

Nagarro drives technology-led business breakthroughs for industry leaders and challengers. When our clients want to move fast and make things, they turn to us. Today, we are more than 5,000 experts across 20 countries. Together we form Nagarro, the global services division of Munich-based Allgeier SE.