

Salesforce CRM – Implementing and Extending through the Cloud



“BrightGen demonstrated their understanding of Salesforce.com and extended it to meet our unique needs quickly and effectively”

Director IT

“BrightGen have exceeded all expectations, both in delivery and on-going Service Management, I cannot praise them enough”

Group CIO

“We rely on BrightGen to provide a rapid assessment of changes we wish to make and the best way to implement them”

Sales Manager

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BrightGen are helping companies of all sizes to take advantage of the world’s leading Cloud CRM product – Salesforce.com. We offer guaranteed delivery, based on our unique approach, experience and focus on customer satisfaction. If you are looking for a certified Salesforce.com partner to help accelerate your next project then please contact BrightGen.

Salesforce.com

In our experience, the success of projects and services is primarily dependant on key individuals who have the attitude, delivery focus, technical ability and experience that ensures delivery success. At BrightGen we focus on recruiting these individuals and providing a first class service to our customers.

CRM Consultancy – BrightGen's implementation, integration and customisation consultants have a proven track record in delivering Salesforce.com CRM successfully every time.

Service Management –At BrightGen, we provide full end-to-end Service Management including 24/7 support and system administration. We believe our Service Management approach is unique in the market place. Our focus includes:

- Reviewing how the solutions are utilised
- Aligning continuous improvements against business strategy
- Driving value ensuring service use is maximised
- Passion for exceeding SLA measurements
- Proactively monitoring key components and business processes

Case Study: Global Manufacturing Company

Our client, a leading manufacturer of electronic components and assemblies, wanted to implement a single sales process across their global organisation following recent acquisitions of new businesses and products. BrightGen successfully rolled out the solution four weeks ahead of schedule and 18% under project budget. The solution included both traditional Salesforce.com configuration and development of Apex triggers and classes framework to provide more complex functionality, including integration with SAP.

Case Study: Educational Charity

A prominent registered charity that supports top graduates to become exceptional teachers and inspiring leaders in challenging schools already used Salesforce.com to support their business. They wanted to extend the use of Salesforce.com dramatically to support their paper based recruitment and assessment programme. BrightGen worked closely with our client to fully understand their business processes and extended the solution extensively using Visualforce to deliver a user friendly and intuitive solution.