

About CRM manager

CRM manager is a leading Software-as-a-Service (SaaS) implementation and integration firm, specializing in salesforce.com and Google Enterprise solutions. As a full-service consulting partner, CRM manager empowers organizations to drive business value through a disciplined approach, innovative on-demand technology and strong business expertise.

Our business model offers complete business process consultancy and SaaS expertise in application configuration, data migration, analytics, integration, Force.com development, education/training and on-going consulting services. Our proficiency in these areas results in rapid deployments, increased user adoption and greater competitive edge for our clients. We have expertise in a number of industries and focus on all size companies including entrepreneurial, innovative midsize, divisions of large enterprises and nonprofit organizations.

Expertise and Execution

At CRM manager, we are consultants first. With our strong expertise in business and sales management, as well as in technology, we understand the challenges that you face and know how you can best leverage SaaS applications across your enterprise. Our methodology is focused on helping you more effectively share and manage your business information so that you can take your company to the next level in its success.

CRM manager has established itself as a leader in the SaaS consulting and system integration market. Our SaaS experience, delivery methodology and regional presence provide our clients with the expertise required to implement and manage their SaaS solutions.

We partner with our clients to understand what components of their solution will drive immediate business value, and how to deploy technologies and processes to maximize their return on investment (ROI). SaaS solutions reduce the time, cost and effort associated with the implementation, but a clear vision is instrumental in defining and measuring success. CRM manager will help you realize the full potential of SaaS by thinking strategically, deploying rapidly and building on user adoption.

The success of an application is defined by its user adoption. In addition to our affordable SaaS consulting and implementation programs designed to help you manage your SaaS applications, we offer ongoing professional services to drive acceptance and adoption and ensure that you are taking complete advantage of innovative SaaS applications.

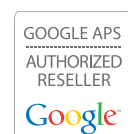
CRM manager—a leading software-as-a-service (SaaS) implementation and integration firm that specializes in salesforce.com and Google Enterprise solutions—empowers organizations by driving business value through a disciplined approach, innovative on-demand technology, and strong business expertise.

“With their relentless focus on customer success, it’s no surprise that CRM manager has grown their business so rapidly. CRM manager is also a testament to how salesforce.com’s channel partners can evolve and embrace the momentum of on-demand applications by providing superior consulting and implementation services.”

—Bobby Napolitonia
Senior VP, Worldwide
Channels and Alliances
Salesforce.com

“Salesforce has been the key component in creating efficient business procedures on a company-wide scale. By granting us visibility to key metrics in our organization, it allows us to improve and change processes that are outdated and ineffective. We could not have made this happen without the expertise of CRM manager.”

—David Errigo
Customer Service Manager
Westinghouse Lighting
Solutions



salesforce.com®
Select Consulting Partner

Business Process Consulting

As a leading on-demand/SaaS consulting firm, CRM manager helps you define, refine and automate critical business functions and achieve higher levels of adoption and productivity.

Implementation Services

CRM manager's consulting team utilizes our Structured Implementation Process (SIP) that allows them to provide you with best practices in sales, marketing and customer service. CRM manager will optimize sales effectiveness, create visibility for better decision support and accelerate results. We provide you with knowledge and tools to improve marketing effectiveness, generate quality leads and create a closed-loop marketing process. We will also arm your service and support teams with tools and metrics to provide top-notch customer experiences for your customer base.

Integration Services

Our integration solutions enable the integration of data from legacy onpremise and third party on-demand systems with SaaS applications giving your company a unified view of mission-critical data.

Migration Services

Your sales, marketing and support efforts are only as good as your data. Our attention to detail makes data migration and cleansing one of our specialties.

QuickStart Services

We provide QuickStart delivery services for companies who want to get up and running quickly with limited functionality or organizations that want to expand their solution but have a limited budget.

User Training & Education

To maximize the investment you have made on licenses and implementation, CRM manager delivers customized training to your business processes and protocols.

Platform Development Services

CRM manager can help you take advantage of the Force.com development platform to build and deploy critical business applications in salesforce.com's cloud-based infrastructure.

AppExchange Enablement

Reach more customers in the salesforce.com ecosystem. Our experts will work with you to successfully prepare, deploy and promote your application on the AppExchange.

Google Apps

As a Google Enterprise Partner, CRM manager can help you move your business to Google's leading platform for messaging and collaboration.

Ongoing Consulting Services

The CRM manager Plan is an innovative on-going consulting plan that, for a minimal monthly investment, can increase adoption, address change management and accelerate new functionality.

Core Strengths

- Combining deep consulting experience with SaaS delivery expertise
- Turning successful innovations into repeatable solutions that decrease implementation time, investment and time -to-market
- Successfully implemented hundreds of SaaS solutions
- Delivering value according to each client's requirements, timeline and budget
- Exceeding our passion for technology with our passion for customer satisfaction

Representative Clients

Appletree Answering Service
Ashland Aqualon Functional Ingredients
C.H. Briggs Company
Citi Prepaid Services
Corporation Service Company
Dupont
Fiberlink Communications
NCO Financial Systems

Contact Info

5 Great Valley Parkway
Malvern, PA 19355
610.889.2050
marketing@crm-manager.net