

# SALESFORCE SERVICE OFFERING

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# AGENDA

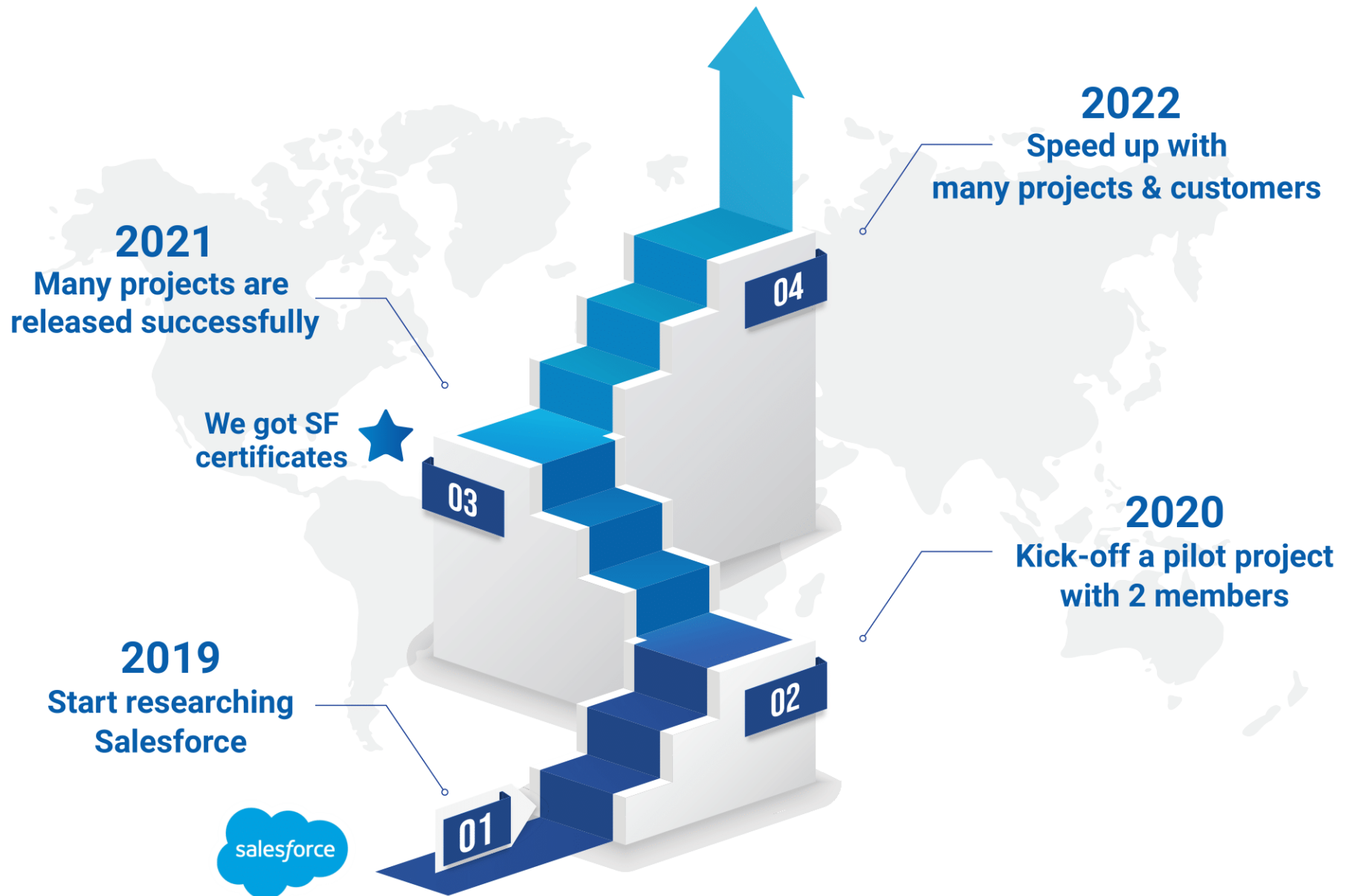
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# 01

## SALESFORCE RESOURCE CAPABILITY





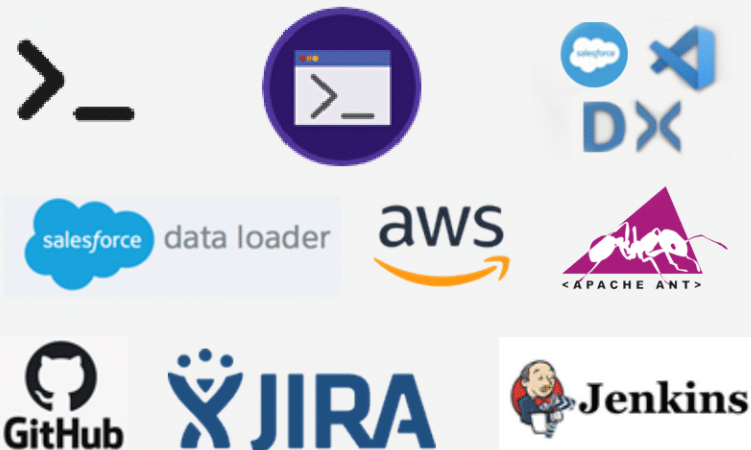


## Our Professional Team & Client

**30+** Salesforce Developer, Administrator and Consultant

**20+** Clients and Projects were delivered successfully

## Tools and Environments



- CRM
- Chatter
- Heroku
- Partner
- Mobile
- Data Management
- General
- Security
- Apex
- Lightning
- Visualforce
- App Lifecycle
- App Logic
- Integration
- Database
- Reporting



## 20+ DEVELOPER

- ✓ Data Modeling & Management
- ✓ Process Automation & Logic
- ✓ Batch, Schedulable, Aura, Remote Action, Lightning Web Components, Visualforce Page, SLDS, ...
- ✓ Salesforce DX, Salesforce CLI, and Developer Console
- ✓ Apex, SOQL, SOSL
- ✓ Testing, Debugging, Deployment
- ✓ Integration
- ✓ + 100 Developer: Java, Nodejs, Python, PHP, JS ...

## 5+ ADMINISTRATOR

- ✓ Setup, Security and Access
- ✓ Data Management
- ✓ Flow/Process automation
- ✓ Standard & Custom objects
- ✓ Sales and Marketing Applications
- ✓ Service & Support Applications
- ✓ Auditing & Monitoring

## 5+ CONSULTANT

- ✓ Data Design
- ✓ Email Builder
- ✓ Journey Builder
- ✓ Discovery
- ✓ Pardot Specialist
- ✓ Account configuration
- ✓ Reporting
- ✓ Automation
- ✓ Contact Builder



# 02

## SALESFORCE SERVICE OFFERING





Via many projects with our Customer,  
We are specialized in:

- Sales
- Services
- Community
- Pardot
- Marketing
- Analytics
- Ecommerce
- Integration
- Apps





## Salesforce Consulting

- Consulting solutions for new system development based on Salesforce
- Consulting to optimize Salesforce CRM legacy app



## Salesforce Development

- Salesforce CRM
- New Force.com app
- Salesforce1 mobile app



## Salesforce Maintenance

- Feature enhancements
- Bugs/issues testing & fixing
- Integrating with other systems



## Salesforce Migration

- Migrating app to Salesforce platform
- Data Migration



## Salesforce Management

- Ticket management
- Incident/ Risk management
- Backup/ manage data

Stage	Name	Status	Description
Design and Dev	SFDX	V7.15	Auto generate code from design
	Data Loader	V56.0.1	Migrate data to salesforce
Deploy	Ant Migration Tool, Change Sets	V55.0.0	Help deploy products quickly for big/multiple development teams



# 03

## CASE STUDIES



## BUSINESS NEED

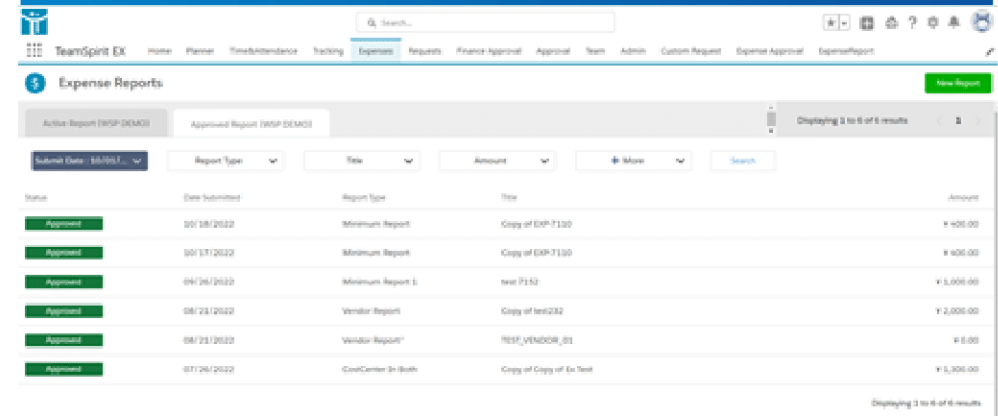
- This product provides a new way of working for Enterprises. It is a modular workflow system built on cloud, Salesforce platform.
- This is a one-stop platform that can span across multiple systems to provide a seamless digital experience for our users.
- It includes the following solutions:
  - Expense
  - Attendance
  - Time Tracking
  - Professional Service Automation (PSA)

## TECHNOLOGY

- Force.com platform, Apex for business logic
- ReactJs for UI customization
- Force.com IDE, Visual Studio Code
- Developer Console

## ABOUT THE CUSTOMER

TeamSpirit serves more than 320,000 users in over 1,500 companies, and currently employs more than 150 staff in both our Japan and Singapore offices



Status	Date Submitted	Report Type	Title	Amount
Approved	01/18/2022	Minimum Report	Copy of EXP-7130	¥ 400.00
Approved	01/17/2022	Minimum Report	Copy of EXP-7130	¥ 400.00
Approved	04/26/2022	Minimum Report 1	test 7152	¥ 1,000.00
Approved	04/21/2022	Vendor Report	Copy of test232	¥ 2,000.00
Approved	04/21/2022	Vendor Report*	TEST_VENDOR_01	¥ 0.00
Approved	07/26/2022	CostCenter Dr-Bulk	Copy of Copy of Ex Test	¥ 1,300.00

force.com™  
platform as a service



## BUSINESS NEED

- We use salesforce to create a customer management app and Pardot to create landing page, webinar. We collect customers' information from forms and from social networks. After we use automated tools such as Engagement Studio, Automation Sync with Lead, Contact, Account, Opportunity
- We help our customer to enhance the system for easily managing their customers' contact, business opportunities, customers analytics to have sale forecasting report

## OUR SOLUTION

### Technology

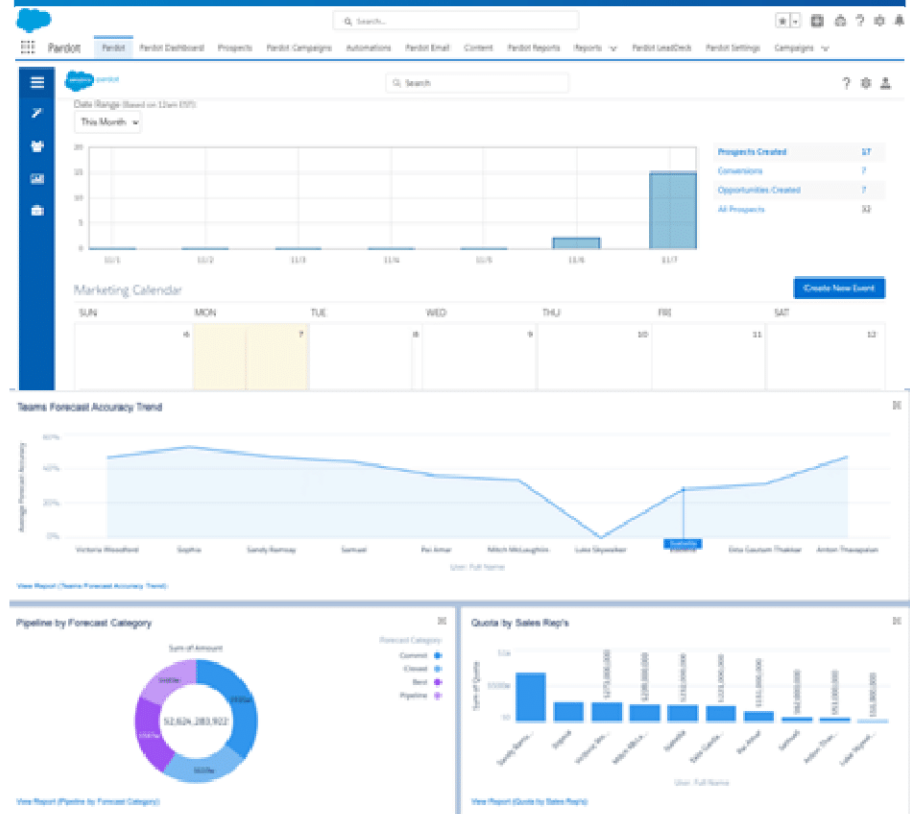
- Force.com platform, Apex for business logic, Sales Cloud, Pardot Platform
- Visualforce, Aura, Lwc for UI customization

### Tools

- Visual Force for GUI development and report
- Force migration tools

## ABOUT THE CUSTOMER

Our client is a media company in Japan



**force.com**  
platform as a service

## BUSINESS NEED

- To support them in managing all of problems or support request (Case) that happened when delivering parcel. They asked us to create a managing system on Salesforce called Customer CRM.
- Case status will be controlled by ticket system. The process of ticket system can customize based on the business process.
- Interface with their group internal tools (incident tool, customer portal).
- Requirements:
  - Simplify workflow and processes.
  - Build a new interface for modern style
  - Integrate charts and Agent KPI for effective management
- With system, we help our customer to manage the problem or support request more effective with a simple workflow and modern UI as well as detailed charts and feasible KPI.

## OUR SOLUTION

### Technology

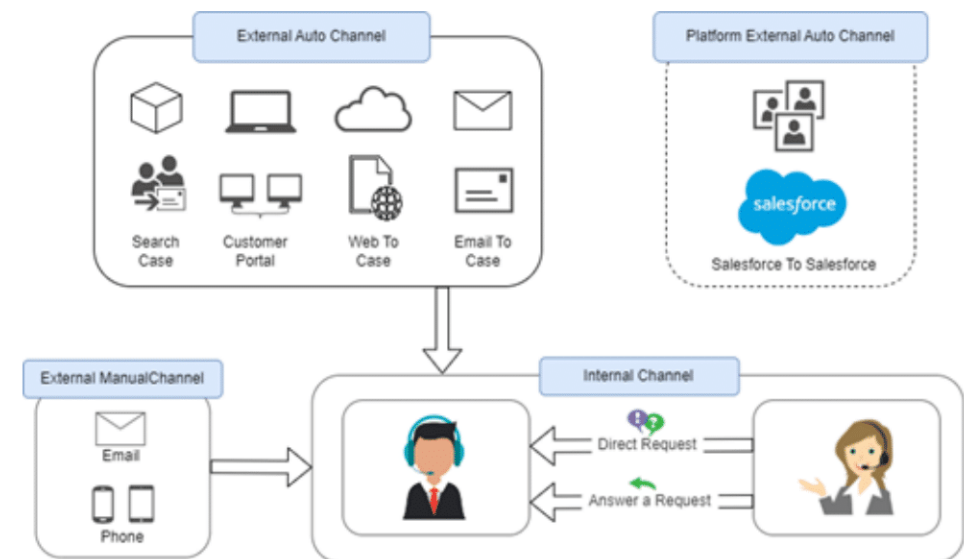
- Service Cloud, Apex, Aura, JavaScript, HTML

### Tools

- Lightning Experience Readiness Check

## ABOUT THE CUSTOMER

Our customer is one of biggest logistics in Viet Nam. They operate with 70,000 experts deliver more than 5.0 million parcels worldwide every day.





## BUSINESS NEED

- Our customer is a Japanese company which wants to provide the online time attendance management service.
- And we help them in this project by:
  - ▶ Integrating and Synchronizing data from customer's system to Salesforce by 2 ways (like picture in right panel)
  - ▶ API Gateway – Getting and Sending data follow business flow
  - ▶ ETL – Transferring directly data from old System to Salesforce.
- Timekeeping using slack command and team apps.

## OUR SOLUTION

### Technology

- Force.com Platform, Apex, VisualForce, jQuery/Javascript , HTML
- Amazon: Servlet, Lambda, Typescript
- Slack Sdk, Jsforce

### Description

- Agile Scrum
- Scope: Integration - IT
- Duration: 5 month
- Team size: 8 people



## BUSINESS NEED

- Develop a portal to manage personal information such as: Assets, File, Image...

## OUR SOLUTION

### Technology

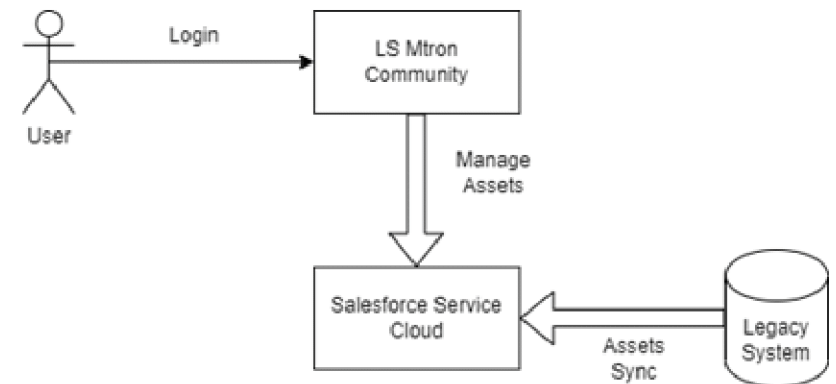
- Force.com platform, Apex for business logic, Flow
- Bootstrap framework: open source JavaScript and CSS framework for faster and easier web development.
- Aura, LWC UI customization

### Tools

- Developer Console
- Deployment: Change set

## ABOUT THE CUSTOMER

A Major South Korean chaebol and automobile manufacturer



*force.com*<sup>™</sup>  
platform as a service



## BUSINESS NEED

- Create quotes and orders according to customized template
- Export PDF File
- Send email to leads
- Manage Accounts and Contact

## OUR SOLUTION

### Technology

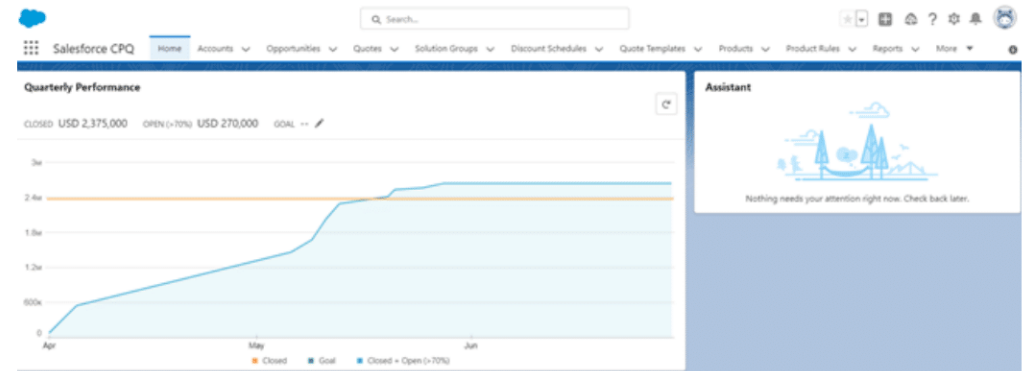
- Force.com platform, Apex for business logic
- Visualforce for UI customization
- RESTful to integrated with external system
- CPQ

### Tools

- Developer Console
- Deployment: change set

## ABOUT THE CUSTOMER

Our client is a software company in Japan.



## BUSINESS NEED

- Customer needs to develop a Investor Portal that allows investors to manage their investments (Dashboard, User Management, Fund Investment Management, Document Management)

## OUR SOLUTION

### Technology

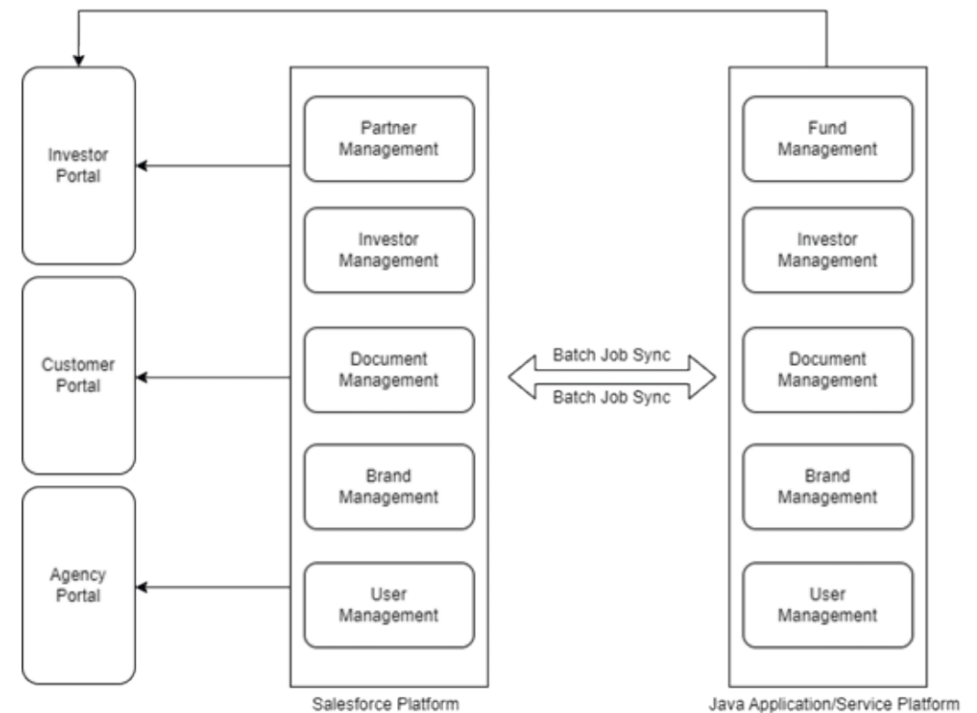
- Force.com platform, Apex for business logic
- Lightning Web Component for UI customization

### Tools

- Visual Studio Code
- Deployment: Ant Tool

## ABOUT THE CUSTOMER

Customer is one of the largest investment management firms in Vietnam. As of 2021, the firm has more than \$3.7 billion in assets under management







## | SALESFORCE SALE & SERVICES CLOUD ENTERPRISE

- Centralize customer & support ticket database in Japan and Vietnam
- Standardize customer support process, knowledge base
- Provide reports and dashboards to monitor Sale Dept
- Integrate with Department, Team, Product management system

## | MOR SALESFORCE SERVICES

- ✓ Implement & consult solution
- ✓ Develop & Customize system
- ✓ Integrate back-end system
- ✓ Deploy & offsite support

**THANK YOU**

