

Welcome to the NEXMachine Celer Program for Implementing salesforce.com

NEXMachine enables your business to realize immediate benefits from Salesforce.com through our Celer program. Celer is ideal for small-to-medium sized companies and non-profit organizations that want to use Salesforce.com to transform their business by:

- Providing your employees with immediate access to information telling your customers' stories
- Making it easier for them to connect with your customers, partners and other enterprise applications
- Creating a Salesforce.com experience that is tailored to your organization's specific needs

The NEXMachine certified Salesforce.com team takes the time to understand your business and your challenges. For an investment of \$5,000, your organization receives a world-class implementation of CRM that includes best practices, so that you can effectively utilize the tools custom created for your business.

NEXMachine uses the agile methodology to implement your solution in a fixed time frame by providing:

- 32 hours of dedicated implementation services
- 6 hours of personalized training *
- Data migration from Excel **

* Client will cover any travel expenses

** Some limitations apply



THE NEXMACHINE APPROACH

Discovering Your Needs

Collaboration and the understanding of your objectives and business goals are instrumental during our Discovery session. Working with your organization, NEXMachine uncovers your top challenges and prioritizes the features and capabilities that can be implemented in your budget, delivering the greatest possible return.

Configure and Implement

After capturing and fully understanding your vision, the NEXMachine team configures Salesforce.com to create a streamlined user experience supporting your business processes and managing the relationship with your customers. The application is configured in a highly iterative manner, allowing you and your organization to see the configuration unfold. This ensures that Salesforce.com aligns with your specific business needs.

Celer includes configuration of the following CRM components:

- Home Tab
- Leads
- Accounts & Contacts
- Opportunities
- Activities (Tasks, Events and Email)
- Analytics (12 Custom Reports and 2 Dashboards)

Demonstration and Retrospective

This step features NEXMachine presenting a live demonstration of your personal Salesforce.com configuration, reflection on past workflow and opening the floor for your review and feedback. At this point, 90% of Salesforce.com is configured, but any finalization and refinement of user stories can be incorporated as necessary.

Creation of Reports and Dashboards

The NEXMachine team now delves into creating two dashboards comprised of 12 custom reports and 2 dashboards. This provides your organization with immediate access to clearly outlined information you need to run your business. With this kind of visibility, you'll recognize potential issues before they take place and be able to take appropriate action to avoid them.

Training Material Archive

NEXMachine will create a PowerPoint of approximately 40 slides for you to retain as a reference guide for your salesforce.com configuration and to equip new employee training. This document will be archived inside your Salesforce.com instance.

Delivery of End-User Training

Celer includes one full day (up to six hours) of in person classroom style training for all of your end users. By covering key concepts and best practices, we demonstrate how Salesforce.com enables them to be more successful, productive and efficient.

Experience has shown that end user training is the most vital factor for bringing about successful implementation of any CRM system. In person delivery of training is the most effective mode of information dissemination, but NEXMachine does have the ability to accommodate remote training.