

The background features a large gear on the left and a network diagram on the right, consisting of a circle with several smaller circles connected by lines. A red banner is positioned over the gear.

REDEFINING

CRM CONSULTING

“Tokara’s expertise comes with a commitment to partner in whatever way is best for that client.”



TOKARA[®]
SOLUTIONS

A NEW BREED OF CRM CONSULTANT



Our consultants bring thousands of hours of hands-on experience and passion for results to every client project. We deliver business results to our clients every single day.

We're known by reputation throughout the industry – and we're known for the things that you look for in a partner and trusted advisor – experience, skill, and an unwavering commitment to the success of our clients – the very things you'd look for in a member of your own team.

With an average of nearly 15 years of CRM experience, each of our team members are seasoned experts who know the technology we deliver inside and out. But what we bring to the table is far more valuable – we take CRM knowledge and skill and pair them with what we know about your industry and business to transform a technology tool into a true business solution – one that operates seamlessly within your business framework, and one that optimizes the business operations and processes that already work for you.

Since 2009, Tokara's CRM consulting team has delivered more than 300 successful Salesforce and Pivotal projects, so whether you're looking for an implementation, integration, customization, or upgrade, we've got you covered, and guarantee the highest value for your CRM dollar.

- Average 15 years of CRM experience
- 300+ successful implementations
- Deep technical & industry expertise
- Commitment to delivering results

www.tokarasolutions.com

- Salesforce CRM
- Pivotal CRM
- Marketo Marketing Automation
- Business Intelligence
- Customer Experience Management
- Managed Private Cloud Solutions
- Remote Application Management
- Technical Staff Augmentation

SOLUTIONS THAT DRIVE BUSINESS GROWTH

We've been in this business long enough to know that a solution isn't 'right' for you because it's hyped in the media or because everyone else has it – it's right for you when it fits your business case and delivers the results you need.

From Fortune 500s to small-to-medium businesses, one thing we see in all of our clients is that organic growth is magnified when it's fueled and driven by the tools we work with every day – solutions that we integrate for clients in ways that transform their businesses.

Whether these solutions are CRM and marketing automation technologies, tightly integrated business intelligence and customer experience management applications, or offerings we've developed based purely on customer demand for them (like our managed private cloud and remote application management solutions), the bottom line remains the same – our only measure of success is tangible business results.

We invite you to visit our website for solution details or to download resources you may need. Our solutions evolve as we see customer needs emerge, so you'll always find our most up-to-date information online.

"We were looking for a top-tier professional services partner who was really committed to the long-term relationship, and we couldn't have made a better choice."



THE RIGHT SOFTWARE FOR YOUR BUSINESS USE CASE

No matter what the marketing says, one size rarely fits all, and nowhere is this more true than in software where every client has unique operational processes coupled with specific business goals they must achieve. This individual complexity is why we offer clients technologies that not only mesh seamlessly with their existing business operations, but can also be connected and integrated with related solutions to deliver the precise business results each client requires.

AT OUR CORE, WE ARE CRM CONSULTANTS

With nearly 15 years of CRM expertise each, the Tokara team lives and breathes CRM. And while we have experience working with nearly every CRM system on the market in the last 10+ years, our core focus is on the two CRM solutions we've seen deliver the most dramatic results for our clients – Salesforce and Pivotal.

ADD FUEL TO THE FIRE WITH MARKETING AUTOMATION SOLUTIONS

As in the CRM space, the Tokara team has broad experience with a range of marketing automation technologies that fit hand-in-glove with clients' CRM solutions. This said, our focus and partnership is with Marketo, a powerful and widely-adopted cloud-based platform named to Gartner's Magic Quadrant and ranked as an industry leader in 'Lead-to-Revenue Management' for large enterprises by Forrester.

HONE ACTIONABLE INSIGHTS WITH BUSINESS INTELLIGENCE & CUSTOMER EXPERIENCE MANAGEMENT SOLUTIONS

Again based on its ability to deliver business results to clients, Tokara's primary business intelligence solution partner is QlikView, an undisputed leader in this dynamic space, earning consecutive years in Gartner's Magic Quadrant and transforming the landscape of business discovery and how its insights can be used effectively by each member of the business. In the fast-growing field of online customer experience management, we partner with 'click-to-chat' pioneer LivePerson to help clients create meaningful 'real-time' relationships with customers and prospects, boosting sales and conversion rates.

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THE FUTURE OF CRM IS HERE

Heralded as 'the future of CRM,' Salesforce has fundamentally transformed the way we think about connecting with prospects and customers with its cloud-based, end-to-end CRM solution. Designed to allow businesses to engage and interact with customers and prospects in ways that are best for them, Salesforce adds cutting-edge mobile and social capabilities to its well-known and ubiquitous primary offerings, as well as an abundant ecosystem of apps that round out solutions to nearly every imaginable business need.

So whether you're looking at Salesforce Sales Cloud, Service Cloud, Force.com, or a mobile solution using the Salesforce1 Platform, we can help you turn your investment into the innovations that drive the business results you need.

Along with our robust development assets in Apex and Visualforce, Tokara's Salesforce consultants specialize in implementations, migrations, customizations, and most especially, taking the complexity out of integrations. We can even host the integration component for small to mid-sized companies looking to avoid the added cost of middleware or expensive integration solutions for their Salesforce environments.

So no matter what 'flavor' of Salesforce fits your unique business model, Tokara's seasoned CRM consultants can streamline and simplify your experience, showing you the full range of possibilities it can bring to your business and maximizing the results it delivers across the enterprise.

- Salesforce Sales Cloud
- Salesforce Service Cloud
- Salesforce1 Platform
- Salesforce Hosted Integration
- Apex & Visualforce Development



"Especially for a project of this magnitude, things could not have gone more smoothly – they did excellent work."

POWER & FLEXIBILITY

IN AN INDUSTRY LEADER

For companies opting for a more traditional approach to CRM, Tokara is also home to North America's most highly specialized team of Pivotal developers, engineers, and consultants. Respected as one of the most robust, powerful, and flexible CRM solutions on the market, Pivotal has stood the test of time, and more importantly, consistently delivered the business results our clients need.

Tokara's veteran Pivotal consultants have spent their careers ensuring clients are able to maximize the value of their investment in this robust and flexible CRM solution, so from strategy, to implementation, to customization, and even migrations, there's no partner more qualified to deliver the results you need.

Or perhaps you're considering a Pivotal 6 upgrade, Pivotal Mobile for iPhone and iPad, or just want to ensure your system is running at peak efficiency with a Pivotal Performance Health Check – you can rest assured. We've developed an entire suite of offerings just for you.

And for clients who want to extend their Pivotal solution and the value gain they see from it, we also specialize in 'connecting' this powerful tool to whatever additional capabilities your business demands – from marketing automation, to business intelligence, to customer experience management, and pretty much anything else you can think of. If it's Pivotal, we do it.

- [Pivotal 6 Upgrades](#)
- [Pivotal Performance Health Checks](#)
- [Pivotal Mobile for iPhone & iPad](#)
- [Pivotal Implementation & Customization](#)
- [Pivotal User & Developer Training](#)
- [Pivotal-to-Marketing Automation Connectors](#)
- [Pivotal-to-Business Intelligence Connectors](#)
- [Pivotal-to-Customer Experience Connectors](#)

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INDUSTRY EXPERTISE MEANS

WE KNOW YOUR BUSINESS

Choosing a top-tier technology partner with extensive experience in the solutions your business needs just makes sense – projects are completed faster and more seamlessly, and solutions run better and more efficiently to drive the results you need to see.

But the Tokara difference extends even beyond this critical component, coupling extreme technology expertise with deep knowledge and experience in the industries our clients are in. Our consultants specialize in a range that runs from Financial Services, to Pharmaceuticals/Life Sciences, to Healthcare, to Manufacturing, to Real Estate and Homebuilding. This vertical expertise is a force multiplier for delivering results to our clients – it means we know a lot about your businesses before a project even starts, and all we need are the specifics of your unique scenario.

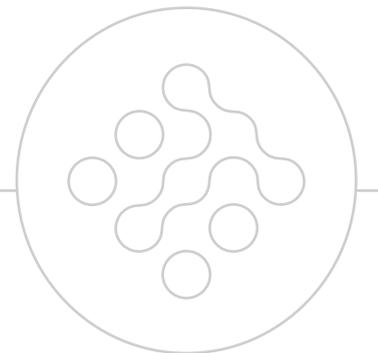
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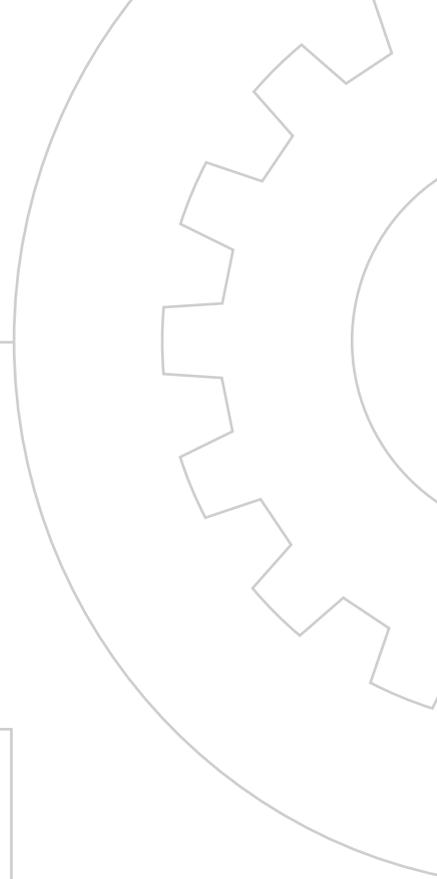
A NOTE FROM THE FOUNDER, SHAWN GRANT

When people ask me why I started Tokara Solutions as a CRM consultancy five years ago, part of the answer is obvious. I'd spent a successful corporate career helping businesses realize tangible value from their investments in technology, and I knew 'the best in the business' to bring along with me when Tokara began.

But that's not the whole story – I'd also seen clients at the mercy of CRM consultants who 'nickel and dimed' them, weren't always responsive, and who forced them into 'one size fits all' solutions.

I founded Tokara Solutions to redefine this landscape and demonstrate a new breed of CRM consultant, and since then, Tokara has been doing just that. We act as partners and trusted advisors, ensuring our clients see the business results they need from their technology investments. That is, and will remain, our only measure of success.





"I can't say enough good things about Tokara's engineers, business analysts – really all of their technical resources."



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1100 S. MAIN STREET, SUITE 101
GRAPEVINE, TX 76051

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