TOKARA SOLUTIONS

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CRM Solutions

We ensure every client sees tangible business results.
We are proven masters of CRM and passionate about what we do.

CRM SOLUTIONS THAT DELIVER BUSINESS RESULTS

Tokara offers a wide range of CRM solutions to address your needs across the entire project lifecycle. We have experience with hundreds of CRM projects large and small across a range of industries, from start-ups to enormously complex Fortune 500 enterprises. We are proven, certified partners with the industry's leading applications providers and can deliver turnkey services from proof-of-concept to training, support, and systems maintenance.

Salesforce CRM: Through our strong partnership with Salesforce, our team of skilled and certified experts can help you maximize your investment across the Force.com platform, so you have access to its full range of innovative, organizational, and collaborative possibilities. From 1 :1 sales and marketing campaigns driven by key customer insights and metrics to robust service and maintenance solutions focused on direct reachback, communication and support, Salesforce offers a truly robust portfolio of cloud-based applications to enhance team efficiency, generate more leads, boost profit, and encourage customer satisfaction and retention.

SugarCRM: With close to two decades of CRM implementation experience, our dedicated consulting team is ready to augment SugarCRM's award winning technologies to maximize your current CRM strategies.

Pivotal CRM: Takara is a Premier Pivotal partner, with more than 15 years of experience in Pivotal professional services and more than 300 Pivotal projects across the globe. We can support all aspects of Pivotal CRM to ensure your investment delivers the business results you need.

Saratoga CRM: As a Saratoga Premier Partner, we help clients define, implement and support their Saratoga CRM solution, combining market-leading strategies, information, processes and people.

Our seasoned CRM consultants target your precise goals. Averaging over 21 years experience, our team has deep industry and role specific CRM expertise.

WHY PARTNER WITH TOKARA SOLUTIONS?

We know what it takes to work with companies with great product and process complexity, and we enjoy high-level access to the vendors that offer CRM applications to ease the management woes of even the most intricate business structures. We deliver cost-effective solutions with the flexibility to conform to your way of doing business.

1 THOROUGH CRM EVALUATION & STRATEGY REVIEW

If you're considering upgrading to a new version of your CRM application, it's also a perfect time to evaluate your current application and how well it's meeting your overall CRM or marketing strategy needs. Our CRM Strategy Review sessions ensure you're current with software, technology, and organizational change.

2 UNRIVALED CRM IMPLEMENTATION SERVICES

If you need to be up and running with your custom-fit business application as quickly, cost effectively, and smoothly as possible, our CRM Implementation Services Program is an optimal choice. Our depth of CRM expertise means we've developed proven techniques to break down projects into phases, with pre-defined processes and customization options to choose from when designing your implementation plan.

3 BUSINESS-BOOSTING CRM INTEGRATION SERVICES

We know CRM. We also know CRM systems deliver exponentially greater business value when they're integrated with your other business software, such as financial and accounting packages, mobile applications, and other front- and back-office systems. Our team of CRM integration specialists work with standard enterprise application and middleware tools to build each of our customers the system-to-system integrations required to keep their information flowing and accessible when and where it's needed. A prime example is our Hosted Salesforce Integration Services, which use Microsoft SQL Server Integration Services (5515) to integrate Force.com functionality into clients' existing software and applications for reduced downtime, enhanced user adoption, and greater accessibility and operability.

4 HIGH-VALUE CRM UPGRADE SERVICES

Whether you're looking to take advantage of new features offered on the latest platform or move up from an old software version to stay current with support, it's time to consider how new technology can better deliver the results you need. Our experienced upgrade team will ensure the process is both simple and painless for you.

When making the leap from old to new, a huge consideration is the impact the change will have on your current technology. What will it take to make a successful upgrade? What will happen to your customizations and integration points? What will the impact on users be? Tokara's leading upgrade consultant has delivered more than 200 CRM upgrades over the course of his career, working closely with each customer to understand specific upgrade objectives and create upgrade plans that fit budgets and goals. You're in good hands.

5 BUSINESS-CRITICAL CRM CUSTOMIZATIONS

CRM systems rarely fit your business directly out of the box. So whether you're customizing your system for the first time or ensuring your existing system is keeping step with changing business needs, our CRM Customization Services assess your current business processes and identify opportunities to adapt your applications for stronger results. For example, our Salesforce Apex Development Services enable your developers to design custom code to add specialized business logic to client-side programs, and our Visualforce Development Services allow you to tailor the layout and functionality of your Force.com mobile applications. It's special touches like this that ensure you get the results you need from your technology investment, and we're happy to help make that goal a reality.

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PHONE: +1 (877) 330-1203
EMAIL: CONNECT@TOKARASOLUTIONS.COM
WWW.TOKARASOLUTIONS.COM