

Get Visibility into Cross-Enterprise Business Processes

Leveraging Salesforce Integrations

With 3.75 million subscribers and 2700 AppExchange apps with 3 million total installs, Salesforce is clearly the leader in CRM space. Besides using Salesforce platform, organizations rely on specialized tools like JIRA, Slack, Zendesk, VersionOne, etc. for other internal and external process-specific purposes.

This proliferation of multiple tools results in a disintegrated system that causes

- Lack of visibility into business processes
- Creation of information siloes
- Low productivity and efficiency

Therefore, a highly-integrated eco-system is required to get the maximum returns from the investment made in Salesforce platform and other tools. The integration must be flexible and scalable to ensure a seamless flow of information. System integration is a complex task and thus, demands expertise. This is where Grazitti Interactive plays a crucial role.

Salesforce-certified experts at Grazitti possess sound knowledge & deep experience in integrating multiple systems such as NetSuite, SAP, QuickBooks, etc. with Salesforce. This enables organizations to get 360° view of customer experience and improve employee productivity.

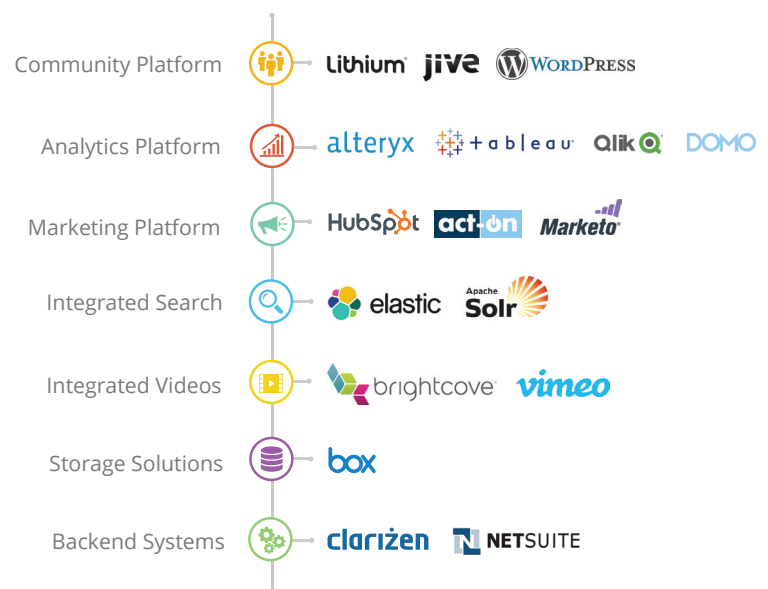
We carry out the integrations using:

- APIs - REST/RESTful, SOAP
- Middleware – Dell Boomi, MuleSoft, Informatica Cloud

We also offer following out-of-the-box Connectors

- Salesforce Service Cloud and JIRA connectors
- Lithium-Salesforce Knowledge Base connector
- Jive-Salesforce case connector
- Jive-Salesforce Knowledge Base connector
- Jive Service Cloud plugin

Salesforce® Integrations with



Our Salesforce Integration services include:

- **Analysis of existing system:** A detailed analysis will be done for the existing process, flow of information and the software tools in use. Post which detailed documentation will be done and will suggest the best way to integrate the systems
- **Quick and smooth setup:** Our experts specialize in smooth and flawless integration into Salesforce environment. During analysis, details will be recorded and integration will be done accordingly to ensure absolute synchronization
- **Error-free data migrations:** The process will start by creating a data migration plan after identifying the complexities related to existing legacy system, file format supported, business process in place, configuration, and integration required during migration to Salesforce Instance
- **UI/UX setup:** Our experts carry out advanced level customization and development of out-of-the-box components so that the UI of the integrated systems ensures seamless user experience and improves in overall functionality
- **Reduction in storage and license cost:** We will connect your document management system with your community leveraging custom integration to save you from investing heavily in licenses and manual support
- **Automate data migration and data sync:** We have experience in smooth, friction-free and consistent data migration, and data syncing between two platforms using custom integrations

“Working with Grazitti Interactive has been incredible. I have worked with many Apex developers in the past and a good one is extremely hard to find. They always come in on budget and on time, and they are an absolute pleasure to work with.”



Heather Watkins,
Director,
Customer Marketing,
Optimizely

Some Select Customers

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Ping
Identity

Centrify

Telogis

Why Choose Us?



Technical
Expertise



Creative
Experience



Agile & Global
Delivery



Commitment
to Quality



Strategic
Depth

About Grazitti Interactive

Grazitti Interactive™ is a Digital Innovation leader with extensive experience in enriching customer interactions, designing engaged communities, enabling digital marketing, boosting customer service efficiency, and driving data-driven decision making. Grazitti offers a gamut of services for Salesforce Clouds, including data migration, optimization, customization, integration, management, and administration. Our capabilities result in high client satisfaction and maximize return from your Salesforce investment. To discuss how we can help you get the most of your CPQ solution, visit our website or drop us an email.