



tectonic
INSIGHT TO ACTION



Ensuring Salesforce Customer Satisfaction 2024



Customer Scenarios

Are you having a satisfaction issue during or after your Salesforce implementation?

Are you not happy with the Salesforce solution or the Salesforce implementation?

Or are you seeing low adoption after the implementation has gone live?

Often this is due to...

Poor Requirements Gathering

Expectations not being met

Communication Breakdowns



Approaches

We understand that every implementation and initiative is not the same, with the reason being every customer is different. Their process, their goals, their success metrics all as unique as a fingerprint.

At Tectonic, we have come in, at multiple points of the process and helped countless customers maximize their investment in Salesforce, even after a bad experience. Our approach is simple yet effective. **Transparency** and **Trust** is at the core of what we do, and every interaction with our prospects and customers is filtered through that lens.

Customers In Flight - *Whether the projects hasn't started yet or is in any stage prior to go live.*



Transparency: From the start we are open and clear on our approach, how we will communicate and manage expectations from and for the client.



No Hard Reset: We don't start over. We recognize that you have already made an investment so we leverage what we can and fill in the holes



Proper Discovery: Back to the basics. We will do a rapid discovery phase which includes discussions with key stakeholders, end users and a full review of deliverables to ensure we are all on the same page.

Live Customers who aren't happy - *The customer is live and either adoption is low or the solution is not meeting their needs.*



Expertise Matters: Tectonic isn't just "Order Takers". We get hired because of our expertise and experience and we bring that to every conversation. We provide value.



Clear Pricing: Tectonic does NOT believe in low balling an estimate just to win business. We believe we are competitive in our pricing and our goal is not to issue CR unless they are initiated by the customer. We finish our work on time and on budget.



Config Deepdive: Tectonic will perform a detailed analysis and diagnosis of what is driving the post go live issues. Whether that is a health check, technical and functional review or breaking down the adoption issues, the outcome will be a clear path forward.

