

Accelerate the Business Value of your Salesforce.com Investment

Over 60% of customer relationship management (CRM) software is cloud based, ballooning the cloud computing market to cross \$127 billion. Salesforce, as the world's #1 cloud-based, SaaS, CRM platform connects the enterprise, placing customers at the center.



25+ Years in the Industry



88% Customer Retention

Trigent with strong experience in implementing and integrating Salesforce is a partner of choice for enterprises that plan to derive maximum value from Salesforce.com investments by shifting the focus from IT to business.



Our Service Offerings

- Extend out-of-the-box features of Force.com platform
- Customize and modify applications based on Service Cloud, Sales Cloud, Health Cloud, App Cloud
- Build custom apps for AppExchange, develop Lightning Web Components (LWC), scalable mobile experiences on Heroku

- Full lifecycle implementation
- SFDC instance consolidation /optimization
- Sales/Service/Marketing cloud
- Customer portal, Partner portal, etc.

Development



Testing



Consulting – Business process mapping

- CRM/Force.com apps
- Architecture and roadmap
- Cloud readiness assessment
- Cloud strategy definition
- Technology platform evaluation



Integration

- Salesforce integration with legacy/3rd party applications
- Unstructured data integration
- APEX Web services
- “Generate from WSDL” platform service
- Middleware for integration
- Extensive integration testing
- Salesforce standard APIs
- Integration with different back-end systems and mobile platforms



Data Migration (legacy to SFDC migration)

- Data extraction & data deduplication
- Data Migration Testing
- Interface development for Salesforce.com CRM/apps

Success Stories

Chemical & Energy

Business Challenge

- Manage a complex sample management process
- Provide an audit trail for all samples and approval histories
- Easily share customer information among various departments
- Enhance customer service team's productivity
- Share information with members of company's supply chain
- Effectively and centrally track all customer service activities

Solution and Benefits

- Created a custom application in days on the Force.com platform to track and manage the sample process
- Deployed Salesforce CRM to 50 sales reps in 3 months and ultimately to 1,000+ users in sales and customer service organizations
- Upgraded to Salesforce CRM Unlimited Edition and added 750+ users
- Extended the solution with Salesforce CRM Customer Service & Support

Information Technology

Business Challenge

- Build and publish a native Force.com Salesforce.com AppExchange product on Master Data Management

Solution and Benefits

- Extract and identify data quality in SFDC
- Easy to use interface built for IT and Business alike
- Native SFDC application without loss of functionality
- Data profiling and dashboard capabilities
- Probabilistic/Fuzzy De-duplication
- Flexible merge option for duplicate resolution

Trigent's Salesforce Expertise



Lightning Web Components



visualforce™



About Trigent

Trigent is an early pioneer in IT outsourcing and offshore software development business. We enable organizations to adopt digital processes and customer engagement models to achieve outstanding results and end-user experience. We help clients achieve this through enterprise-wide digital transformation, modernization, and optimization of their IT environment. Our decades of experience, deep domain knowledge, and technology expertise delivers transformational solutions to ISVs, enterprises, and SMBs.

We offer end to end consulting services, design, development and managed services across Infrastructure, Cloud, Mobility, BI, Analytics, Product Engineering, QA & Testing, IoT, Big Data, and Artificial Intelligence.