

# Small Business Services with Force by Design

## Small Business Services

Force by Design is a cloud computing consulting firm with expertise in Salesforce implementation and custom Force.com application development. We help organizations large and small become successful in their use and adoption of cloud technologies. Force By Design's primary focus is to make you successful by providing the expertise to make your Salesforce implementation, optimization or custom application project a success and an investment that your company will realize a return on quickly and for years to come.

We know that running a small business is a sometimes painstaking venture. We realize that you do not have time for hours of discovery calls and the back-and-forth that comes with the standard professional service engagements. Our Small Business Packages mitigate much of this by modularizing the services that are most relevant to small businesses in easy to understand packages.

## Packages

### Expert Blocks

Designed for small business clients, our Expert Blocks gives access to Force by Design's consulting service for set amounts of time to help you get past your major hurdles and lead to quick success with salesforce.com. 4, 8 and 16-hour expert blocks are available giving you the expertise you need in concise, low-cost engagements.

### Turn Key Implementations

**Salesforce Content Implementation** – Salesforce Content ensures your staff has access to the right materials when they need it. Our expert consultants will establish security and user permissions for up to two work spaces and ten categories.

**Salesforce Campaign Implementation** – The Campaign module can be daunting at first glance. Let the professionals assist you to ensure you are managing campaigns with best practices in mind, from campaign preparation to setup and managing work-flow.

**Refractive Dialer Implementation** – Manage your outbound call center cost and operations with the Refractive Dialer Implementation. Our consultants configure the application according to requirements, conduct end-user training, administrator workshops, and end-user observation follow-on calls for one week and one month.

**Salesforce Products and Price Books Implementation** – Product and Price Books are one of the more technical modules in the Salesforce system. Force by Design will handle all the details of a full-service configuration and lead your team to an efficient system quickly.

**ServiceCloud Killer Config Basic** – Force by Design will handle all of your requirements gathering, project management, importing of up to 50,000 Leads or Contacts, and Force by Design's best practice dashboard installation. Includes remote training and six hours of post deployment support.

**3 or 5 day SalesCloud Killer Config Basic** – Requirements gathering, project management, importing Leads or Contacts, and Force by Design's best practice Killer Config dashboard installation. Includes training for your sales team and six hours of post deployment support.

**3 or 5 day SalesCloud Killer Config Plus** – Integration services to QuickBooks (desktop or online edition) through Pervasive or Boomi requirements gathering, project management, importing Leads or Contacts, and Force by Design's best practice Killer Config dashboard installation. Includes training for your sales team and six hours of post deployment support.



330 Townsend St. STE 209  
San Francisco, CA 94107

(415) FBD-3008  
[experts@forcebydesign.com](mailto:experts@forcebydesign.com)  
[www.forcebydesign.com](http://www.forcebydesign.com)  
[@forcebydesign](https://twitter.com/forcebydesign)

# Small Business Services with Force by Design



**Killer Config Customer Portal** – Customers today expect 24/7 customer service. With Salesforce Self-Service Customer Portal, your customers can search for solutions, log new cases, and check, update, and close existing cases at any time of the day or night.

**Killer Config Partner Portal** – In a growing global economy, your indirect sales force needs materials even if you're done working for the day. With a complete partner portal, you can support your channel partners giving them access to planning, marketing and sales and analytics materials online.

*“We’ve had tremendous growth in the last year, with thirty percent more clients than the year before last. Thanks to Force by Design and salesforce.com, we can meet the heavy demand from job seekers in this economic environment.”*

Dina Plotkin, Jewish Vocational Services

## Training Services

**Administrator Training** – Administrators are critical to an organizations success with Salesforce. Get your administrators up to speed quickly. This 4-hour session will get your admin trained on best practices in salesforce.com system administration.

**End-user Training (4 or 8 Hours)** – Get your end users up to speed quickly. Your users will be trained by one of our senior instructors on best practices in salesforce.com use. We will also create a boilerplate training slide deck and a process reference guide for your organization.

## Data Services

**Quick Migrate to Salesforce from SugarCRM, ACT! 2000, or Goldmine** – Force by Design offers full data migration packages to eliminate down time when you upgrade to the salesforce.com platform.

## Why Force by Design?

Did you know that 42% of CRM systems go completely unused after purchase? Force by Design's clients have a 100% organization adoption rate and an 80% user adoption rate.

- » Your success is our top priority.
- » Our consultants have delivered more than 1,000 salesforce.com implementations and optimizations.
- » We help our clients create efficient business processes with salesforce.com.
- » Force by Design maintains more than a 90% customer satisfaction rating in the salesforce.com AppExchange



## Industry Specialities

- » Technology
- » Professional Services
- » Healthcare
- » Manufacturing
- » Non-Profit Organizations
- » Publishing and Media

## Contact Us

Force by Design, Inc.  
330 Townsend Street, Suite 209, San Francisco, CA 94107  
[experts@forcebydesign.com](mailto:experts@forcebydesign.com)  
Phone: (415) FBD-3008 | Fax: (415) 707-6055  
[www.forcebydesign.com](http://www.forcebydesign.com) | [@forcebydesign](https://twitter.com/forcebydesign)