

Business Process Management with Force by Design

Experience Counts

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.

The consultants and management team at Force by Design have decades of experience working with companies large and small ranging from technology to non-profit and manufacturing. Our staff is ready to deliver a range of consulting services unique to your industry, on-time and on-budget.

Key resources:

Business Analysts

Force by Design's Business Analysts are domain consultants with knowledge of your industry. Business Analysts will work closely with the client's resources to identify the scope of the project all while ensuring desired goals and expectations are met.

Business Process Management Designer

The Business Process Management Designer bases their work on best practices for process roll-outs, process monitoring, and cloud-based architecture that supports the client's unique needs.

Business Process Management Application Developer

The Business Process Management Application Developer is the technology expert, fully trained in Salesforce.com, Force.com application

development, and business process management practices. Force by Design's developers ensure that the base framework complies with the client's requirements and supports the business process model.

“Leaders at firms of all sizes continue to face ever-increasing demands from customers, employees, partners, regulators, and other stakeholders. Increasingly, they must align resources and new technology across functions and along critical business processes to compete.”

-Andy Salunga, Forrester Research

Process Designer

Force by Design's Process Designer analyzes the resources, systems, business rules, and data that needs to be tracked. The designer will then define user interfaces, simulation scenarios, key performance indicators, and a process diagram that defines the basis for a business process deployment.

Business Process Management Administrators

Once the research and design phase is complete, the Force by Design team will execute with precision. The BPM Administrator will fine tune implementation, enhance Salesforce.com's performance, and train system administrators to ensure internal resources are prepared for optimal user adoption.

Cloud-based Business Process Management

Our business process design expertise ensures business needs align with your CRM implementation. At Force by Design, we believe that cloud computing is the future of Business Process Management, but that there are traditional IT practices that are still worth keeping in a cloud implementation.



330 Townsend St. STE 209
San Francisco, CA 94107

(415) FBD-3008
experts@forcebydesign.com
www.forcebydesign.com
@forcebydesign

Business Process Management with Force by Design



Our goal is to automate all possible CRM processes. Force by Design has a strong background in business process design and we bring that expertise to each client we work with. We are well versed in handling all aspects of your project, from project management to custom built training. Having worked with hundreds of different clients from various industries, we will handle everything from basic training to the smallest details of project management to ensure your success.

Business Process Management Services

- » Business Process Application Design Review
- » Rapid Application Development
- » Turn-key Application Development
- » BPM Cloud Readiness
- » BPM Center of Excellence Consulting
- » Training and Mentoring
- » Health-checks
- » Application Migration

“The obvious benefit is identifying best practices across and within a number of applications. I have seen organizations reduce error rates and replicate the process patterns of the star performers. This can be translated in to real time and money savings.”

- Jim Sinur, Research VP, Gartner

Business Process Application Design Review

Force by Design uses established best practices to review the design of your existing business process-based application. This review will involve an evaluation of the process flows, forms and user interfaces, business logic, the creation of key performance indicators, integration points, a Salesforce CRM implementation, and the proposed deployment environment.

Rapid Application Development

Rapid Application Development enables Force by Design to develop and deploy an application in a client's environment in a matter of weeks. Rapid Development will help

your organization quickly recognize the benefits of BPM. Our team will quickly implement Salesforce.com and optimize the application with custom user interfaces for a successful deployment.

Turn-key Application Development

Force by Design's service covers all the phases of application design, development, deployment, and maintenance. Our team engages with your key stakeholders to gather requirements and create specification and architecture design plans. Maintenance and support are also available when the application is in use.

Business Process Management Cloud Readiness

We believe that cloud computing is the future of Business Process Management, but that there are traditional IT practices that are still worth keeping in a cloud implementation. We will review your current environment to be sure it is ready to support moving into the cloud and provide expert feedback to help avoid problems during the deployment of the application.

BPM Center of Excellence Consulting

Force by Design's expert consultants work with you to outline the strategy for establishing a BPM Center of Excellence (COE), to help set up the infrastructure and onboard applications, and train members of the COE to then run the practice effectively.

Training

Training is a critical component of a successful BPM deployment. Our comprehensive training schedule provides our clients with hands-on experience with Salesforce.com. Our flexible training programs are delivered in modules that can be configured to your needs and address different roles within the organization.

Health Checks

The Health Check can evaluate, diagnose, and pinpoint specific measures to fine-tune an implementation. Force by Design clients will receive a user-guide covering both the application and the infrastructure, recommendations for improvements, consulting time to review the recommendations and follow-up meetings to evaluate progress in implementing the recommended improvements.

Business Process Management with Force by Design



Application Migration

Our Application Migration service assists clients interested in migrating from an existing system to Salesforce CRM or for new cloud users. Our migration service helps companies implement best practices for Salesforce.com ensuring a smooth transition and optimal user adoption.

Salesforce.com Platforms

Salesforce.com is an easy to use Web-based CRM solution for sales, service, marketing, and call center operations that streamlines customer relationship management and boosts customer satisfaction. Organizations can enjoy unparalleled productivity, revenue growth, and business intelligence with Salesforce CRM.

Salesforce.com has transformed the way organizations do business, but sometimes you need more. Force by Design makes salesforce.com better. Force by Design's combined experience of salesforce.com platform experience and business process expertise means you have a team that understands the complexity of high-level business issues and is detail oriented enough to implement specific development tasks.

Salesforce.com offers several platforms to help automate your business processes.

Service Cloud

Automate your service processes - Great customer service means having the right answers at the right time to solve any customer issue. The Visual Process Manager enables you to automate customer service processes so they intelligently guide call center agents or Web self-service customers to the answers they need according to proven best practices.

Sales Cloud

Automate your sales processes - Sales requires teamwork, collaboration, and discipline. The Visual Process Manager streamlines even the most complex sales cycles and helps

automate many of the administrative tasks that keep sales reps from spending time selling.

Business Process Management

The Visual Process Manager lets companies rapidly build a new class of business process apps for any department or industry. Business and IT can work collaboratively to design and iterate processes faster than ever before—then use the power of the cloud to instantly deploy them via a browser, without the complexity of software or infrastructure.

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
Phone: (415) FBD-3008 | Fax: (415) 707-6055
www.forcebydesign.com | [@forcebydesign](https://twitter.com/forcebydesign)



330 Townsend St. STE 209, San Francisco, CA 94107

(415) FBD-3008 | experts@forcebydesign.com

www.forcebydesign.com | [@forcebydesign.com](https://www.instagram.com/forcebydesign.com)

