

# Hitachi can accelerate your use of Salesforce

To improve customer experience and business outcomes

At Hitachi Vantara, we have been helping businesses to gain more value from their CRM and Enterprise Resource Planning (ERP) systems for over 20 years. As Salesforce users ourselves, we understand where the greatest value lies, and where the common pitfalls are. We're an award-winning CRM partner who understands customer service and industry. We can provide long-term support to help you implement, support and enhance at scale or take your use of the tool to the next level.

With Hitachi Vantara as your SFDC partner we can provide implementation to round the clock support. Key services include:



### Strategic advice

From developing your knowledge base to bringing structure to your documentation, we can support your end-to-end processes within Salesforce.



### Migrations and upgrades

We can help you become a Salesforce Centre of Excellence and lead enhancements, extensions and customisations for you.



### Managed services

Our 24/7 support will ensure your Salesforce solution is continually monitored and maintained, so you can focus on your customers.

## Our approach

At Hitachi Vantara we take a collaboration approach to understand your customer service strategy and the system integrations you have in place. Through a health check, we can understand the maturity of your Salesforce solution and how we can enhance it to accelerate business value.



## Through our support you will benefit from

- 01** Our global team of certified Salesforce experts
- 02** A long-term partnership approach
- 03** Domain expertise in all areas of Salesforce
- 04** Integrated Salesforce, SAP and Oracle experience

salesforce



CPQ



SERVICE CLOUD



SALES CLOUD



MARKETING CLOUD

### ABOUT HITACHI VANTARA

Hitachi Vantara, a subsidiary of Hitachi, Ltd. (TSE: 6501), turns data-rich businesses into data-driven ones. For more information, please visit [hitachivantara.com](http://hitachivantara.com).

Unlock the potential of Salesforce within your business →

To find out more about how we can accelerate your use of Salesforce, visit [www.hitachivantara.com](http://www.hitachivantara.com)