

## VALUE DELIVERED:

- Organizations can focus on their core competency of selling and servicing their customers
- Leverage Jolt experience and best practices honed from 300+ Salesforce technology engagements PLUS our unmatched domain expertise
- Companies can maximize the value they can realize from Salesforce



4.8 Million

Customer interactions improved (annually)

2%

Recognized by Salesforce as top 2% of partners into Partner Service Success Program

300+

Salesforce projects successfully completed

VISIT US ON THE APPEXCHANGE!



CONTACT US :

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## BUSINESS CHALLENGES

INCREASING SERVICE DEMANDS, LIMITED IT BANDWIDTH OR EXPERTISE

Service organizations are facing increasing customer demands and competitive pressures and are struggling to be successful. In particular, small and medium sized organizations typically have limited IT or operational bandwidth and as a result do not have the necessary infrastructure to support their business objectives and maximize the value they can realize from the Salesforce platform.

## SERVICEADVANTAGE<sup>SM</sup>

## APPLICATION SUPPORT AND TROUBLESHOOTING UPGRADES | HELP DESK

Jolt Consulting Group's *ServiceAdvantage* provides a managed services solution for Salesforce users allowing these organizations to focus on their core competence of sales and service delivery. Jolt, in turn, leverages its expertise and best practices collected from 300+ Salesforce technology engagements and Jolt's overarching business expertise in managing service oriented organizations. Jolt acts as an extension of the client's organization for Salesforce application triage, administration, troubleshooting and enhancement support including providing access to a U.S. help desk:



- SLAs for Salesforce response and completion
- Review of SLAs and work performed
- Annual report on recommended Salesforce environment changes
- Annual enhancement hours included
- Discount on time and material rate for additional enhancements
- End user training & documentation



## SERVICEJOLT ASSESSMENTS OFFER:

- benchmarking against best-in-class
- insight into your company strengths and weaknesses from a customer's perspective
- an action-oriented roadmap for improving customer engagement
- timelines and estimated budgets for your planning purposes
- identification of the critical change management considerations

**4.1 Million**  
Customer interactions improved (annually)

**23,940**  
Customer-facing staff empowered

**200+**  
Client engagements completed

If you desire higher customer satisfaction, greater service profit and more service revenue, you need a **ServiceJolt!**

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Jolt Consulting Group's **ServiceJolt** is an assessment of an organization's sales and/or service operations and performance versus best-in-class across industries. It is a holistic review of an organization's people, processes, and IT infrastructure, including the change management necessary for achievement of the optimal "future state" sales and/or service organization.

## SERVICEJOLT FOCUSES ON ENHANCING 3 KEY ELEMENTS FOR YOUR ORGANIZATION:

1. The processes followed when interacting with customers.
2. The organizational structure and alignment within those that routinely touch customers.
3. The technology infrastructure used to support the delivery of sales and service processes.

## WHAT TO EXPECT:

We'll perform a complete assessment of your existing organization and capabilities by interviewing staff, reviewing existing materials and talking, when appropriate, with customers. We assimilate all of this information and provide you with a written analysis and tangible action plan you can implement to achieve targeted business improvements.



## ABOUT JOLT CONSULTING GROUP

Jolt Consulting Group specializes in helping organizations improve customer interactions. Through a broad spectrum of strategic and technology centric offerings, we enable organizations to connect more deeply with their customers. We accomplish this through strategic organizational assessments, effective managing change, and by helping with the selection and deployment of enabling technologies. Jolt's team is comprised of industry veterans who each year have improved over 4.1 million customer experiences.

## VALUE DELIVERED

- Identify key players and calibrate leader expectations in order to scale and customize change management plans and activities.
- Create business processes, systems, policies, behaviors, rewards, performance indicators and procedures needed to successfully work in the future state.
- Jolt expertise and best practice derived from 200+ service engagements



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# CHANGE Jolt<sup>SM</sup>

ChangeJolt is our service offering dedicated to change management. An often overlooked, but critical aspect of any software deployment that touches service personnel is change management. Service personnel by their very nature are protective of "their" customers and in our experience have historically demonstrated a greater resistance to change, especially technology driven changes, than other facets of an organization.

## WHY CARE?

When the people side of change is ignored or mismanaged, there are additional costs and risks. These costs and risks emerge at both the project level and the organizational level, and include things like active and passive resistance, morale declines, loss of valued employees, delays and efficiencies from rework and an outright failure to deploy. ChangeJolt complements any implementation, ensuring your future state is well-received and utilized by your resources in the best way possible so that your organization can operate efficiently and profitably.



## WHAT'S INCLUDED?

As part of ChangeJolt, Jolt Consulting Group will help your organization:

- Avoid costs and mitigate risks on the project
- Create and navigate through structured processes that allow projects to exceed defined objectives
- Ensure organizational alignment from executives to line staff
- Gain clarity on project goals and challenges

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