Learn How Premier Success Customers are Maximizing Their Salesforce Investment

Industries

At Salesforce Customer Success is our top priority.

Maximizing your Salesforce investment can set your company on the quickest path to success and continued growth and with Premier Success plans our customers achieve an 80% higher return on their investment.

Take a look inside and learn best practices and insights from a few of our Premier Success customers who are accelerating their Salesforce adoption, increasing business productivity, and maximizing Salesforce ROI with Premier Success.

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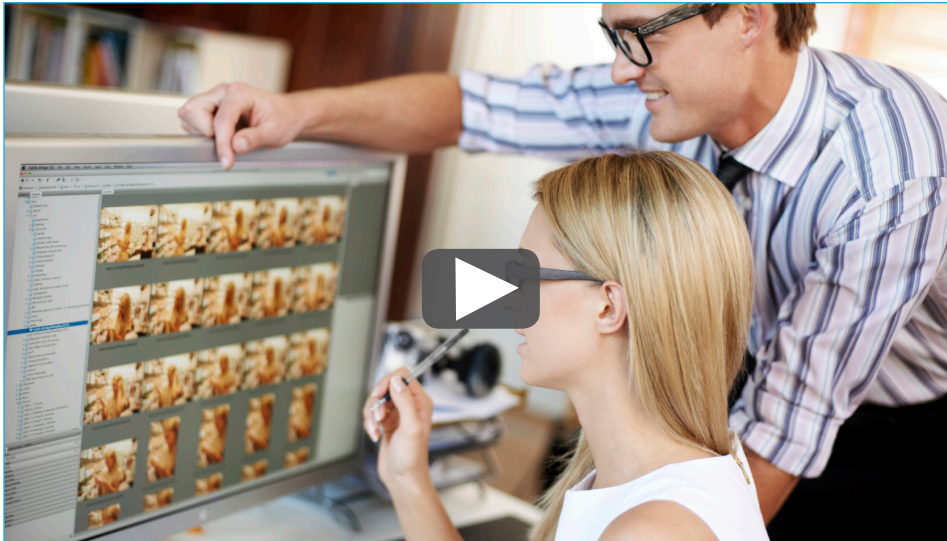
"Premier+ and the developer support team saved me 10 hours just yesterday. Even in research and development, they save us weeks' worth of work."

–Alex Correa, Salesforce Administrator, Shutterstock, Inc.

Challenge

- Increase sales by creating dashboards for tracking pipelines and total sales, as well as identifying new opportunities
- Improve Salesforce administration productivity
- Solve critical issues for Salesforce users with speed and efficiency

Solution

- Premier+ Success services and support increase productivity of the sole Salesforce Administrator, allowing time to focus on business-critical issues and strategic initiatives that directly increase sales.

Results

- Support 155 Sales Cloud and Service Cloud users with a staff of one
- Reduced IT costs
- Save 20% of time weekly on reporting requests
- Reduced time requirements for application coding and R&D
- Utilize best practices to help drive Salesforce business value

next   home

Fulton Hogan

Transportation and civil infrastructure creation
and maintenance

"We're saving up to $10,000 a month by using Premier+ Success, and we can ensure our solutions are not compromised by technical issues."

–Chris Nugent, Service Delivery Manager, Fulton Hogan

Challenge

- Create custom-tailored apps in-house quickly and cost-effectively
- Save on support and administrative costs
- Ensure technical issues do not impede business continuity

Solution

- Premier+ Success provides best practices and troubleshooting support to Fulton Hogan developers and users, enabling them to cost-effectively deliver and manage the critical apps that drive business value for the company, while saving up to $10,000 a month.

Results

- Support more than 2,500 Salesforce users with four-person staff
- Save $10,000 per month through Premier+ Success services and support
- Help ensure non-disruptive business operations for customers
- Develop user and customer apps that drive business value
- Save 5 – 10 hours each month on administration and maintenance

next   home

Commercial Construction

Williams Scotsman

Commercial modular construction leader

"With the online training in Premier+ Success, we've achieved 95% user adoption."

–Karen Reffitt, Director of CRM, Williams Scotsman

Challenge

- Support 80 locations with staff of three
- Increase end-user adoption and productivity

Solution

- Premier+ Success delivers extensive support, administration, and training services needed to drive user adoption and increase productivity of IT staff and sales team.

Results

- Achieved 95% user adoption
- Accelerated training schedule for sales team
- Increased ROI with release planning program and best practices
- Maximized sales productivity with faster resolution of business critical issues

Bonny Hinners

Salesforce MVP specializing in nonprofit consulting

"With the Premier Success online training, I could jump to the areas of training that I had the least experience with and I was able to earn five certifications in five weeks."

–Bonny Hinners, Salesforce Certified Developer

Challenge

- Access customer support during evenings and weekends to accommodate tight deployment deadlines
- Conduct training within a busy, sometimes unpredictable, schedule
- Ensure that code for custom apps is optimized to provide the best solution for clients

Solution

- Premier Success online on-demand training gives Hinners access to training that fits her busy schedule

Results

- Earned five certifications in five weeks by accessing online training on-demand
- Maximized productivity and enhanced custom apps with best practice advice and code reviews from developer support

Consulting

Information Logistics

Best practices Salesforce consulting services

"Premier Success gives us the support to provide around-the-clock coverage, and the training we need to create the most effective solutions for our customers."

–Brad Gross, Information Logistics

Challenge

- Provide more timely and effective support to customers
- Deliver custom applications to market faster
- Improve ROI with streamlined support and on-demand training

Solution

- Premier Success increases ROI for Information Logistics by providing the developer support and training which allows the company to produce a better result for its customers in a shorter time frame.

Results

- Increased ROI due to developer support and fast issues resolutions
- Faster time to market with custom apps and solutions realized through code troubleshooting and support

Intrax

Global educational and cultural program provider

"Premier+ Success gave Intrax the organizational confidence to move from our decade-old infrastructure to the cloud."

–Dale Lampson, Intrax

Challenge

- Maximize productivity of a highly diverse and globally dispersed team
- Streamline development and delivery of custom applications to support the business
- Improve efficiency and responsiveness in serving customers around the world

Solution

- Premier+ Success helps boost staff productivity around the world, drive innovation, and improve responsiveness to customers.

Results

- Achieved 95% user adoption
- Accelerated training schedule for sales team
- Increased ROI with release planning program and best practices
- Maximized sales productivity with faster resolution of business critical issues

Siemens

Global electronics and electrical engineering powerhouse

"Premier+ has boosted our return on investment because we've been able to hand off a lot of the more time-consuming tasks to them. That frees me up as a business analyst and project manager to implement our strategic business projects a lot faster."

–Patricia Bussel, Business Analyst, Siemens AG

Challenge

- Streamline end-user support
- Free up IT staff to focus on strategic business initiatives

Solution

- Salesforce Premier+ Success significantly increases productivity of IT team and end-user community.

Results

- Support 500 Salesforce users with a staff of three
- Complete IT projects 20% faster on average
- Implement strategic corporate initiatives faster by off-loading day-to-day support
- Train end users on new features faster with Premier online training

next   home

Healthcare Technology

Quantros

Healthcare technology provider

"We're building momentum and looking to invest more and more in Salesforce because we can see the benefits of the platform and its impact on how we engage with our customers."

–Brooke Treseder, Salesforce Administrator, Quantros

Challenge

- Improve data integrity
- Grow user adoption
- Drive more business value from Salesforce

Solution

- Premier+ Success Plan's administration services, customer support, and on-demand training help Quantros optimize Salesforce as a key tool for business planning and growth.

Results

- Increased user adoption
- Improved and streamlined customer service
- User support and on-demand training free up time to focus on strategic projects

next   home

The John Maxwell Company

Subscription-based online learning

"Our Premier+ Success admin specialist, Vinay Pai, went above and beyond to stay on top of our case. I've worked with other software companies and no one provides the kind of follow-up service Vinay did for us."

–Cathy Leeke, The John Maxwell Company

Challenge

- Maximize productivity of lean sales team
- Leverage advanced Salesforce features without adding staff or acquiring expensive training
- Gain insights to improve customer service efficiency and responsiveness

Solution

- Premier+ Success provides The John Maxwell Company with online training, customer support, and administrative services to boost sales productivity, and maximize the value of the company's investment in Salesforce.

Results

- Moved key reports into Salesforce to more quickly provide robust data to Sales and allow the company to make decisions faster
- Improved capacity of Sales team to focus on strategic projects
- Helped Sales team to quickly become productive with Salesforce

Key Technology

Automated process technology provider

"Premier+ Success helps me push the envelope on the functionality for our business. It's like having another administrator and developer in-house."

–Chris Kellie, Senior Salesforce System Analyst, Key Technology

Challenge

- Tailor product functionality to meet precise customer needs, without the expense of hiring outside consultants
- Develop CRM and other business productivity solutions faster
- Provide strategic business value by focusing on what customers need most

Solution

- Premier+ Success provides administration and developer support that allows Key Technology to serve its customers with tailored apps, and customize Salesforce to drive maximum business value.

Results

- Support 150 users on Sales Cloud with staff of one
- Rely on dashboards to keep a pulse on customer usage
- 50% faster development with developer support
- Save thousands annually by customizing Sales Cloud in-house versus hiring outside resources
- Drive business value by creating unique applications tailored to customer needs

KONE Corporation

Global leader in elevator and escalator industry
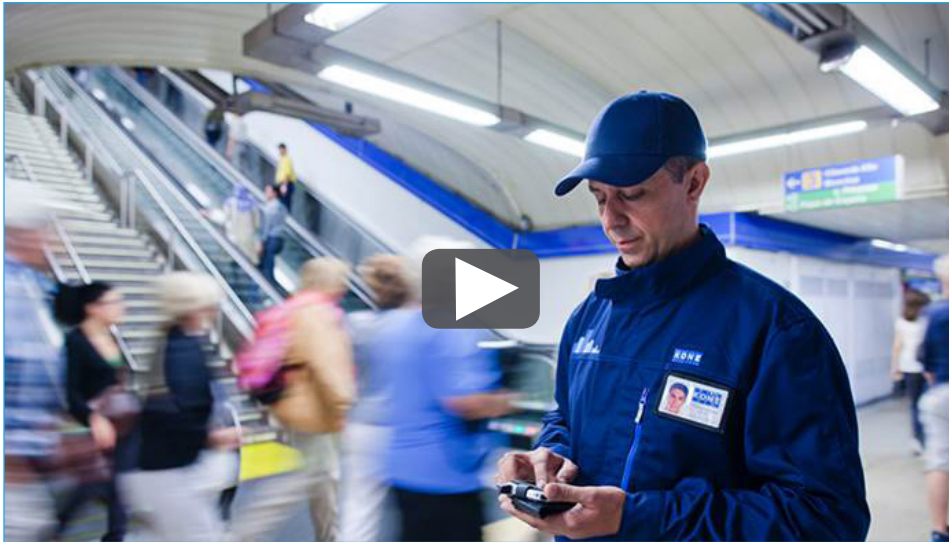
"We have achieved a win/win relationship with Premier+ Success. We have improved our support experience for end users and we have increased our internal IT productivity, allowing us to focus on strategic projects instead of day-to-day business operations."

–Laurent Martinache, Senior IT Manager, KONE Corporation

Challenge

- Reduce administrative overhead
- Improve support experience for key Salesforce users

Solution

- Salesforce Premier+ Success improves support for end users and increases productivity of IT staff.

Results

- Maximized business value with Salesforce best practices
- Extended KONE's customer support operations to 24/7 and into 53 countries
- Improved support experience for end users
- High end-user adoption and customer satisfaction from KONE's key user community
- Increased availability of internal IT staff to focus on strategic projects

Travel & Transportation

KLM

Worldwide airline carrier

"With Premier+ Success, we derive the most value from Salesforce Service Cloud."

–Robertjan Groenveld, Social Media Tooling Manager, KLM

Challenge

- Optimize social channels for customer service
- Maintain customer service level agreements value by focusing on what customers need most

Solution

- Premier+ Success increases productivity for end users and IT staff, and drives business value.

Results

- Respond to thousands of tweets and Facebook posts daily
- Quickly adjust Service Cloud to evolving social media APIs
- Improved social media agent productivity and SLA compliance
- Enhanced customer satisfaction
- Fewer technical issues and rapid resolution times