

Drive the Pace of Innovation with the Proven Platform

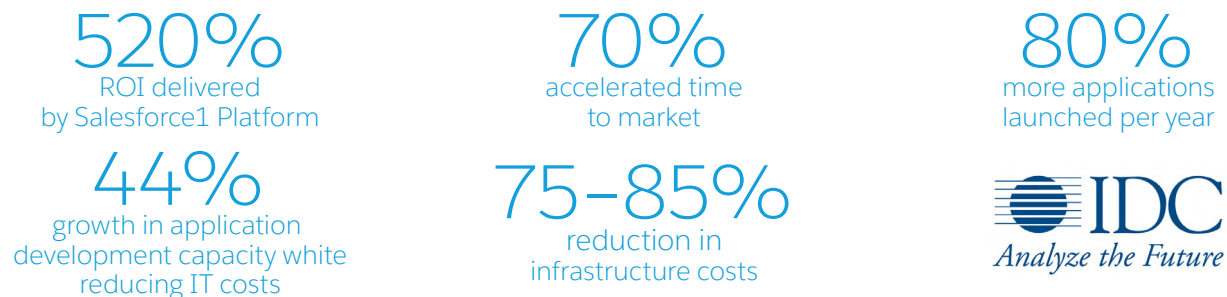


Deploy Applications Faster and Reduce Cost

Government industry employees are experiencing a huge challenge: the ability to adjust to the rapid pace of technology changes and doing more with less. While other sectors are busy innovating, government often lags behind due to IT systems designed for a bygone era. No one understands this better than those responsible for providing technology solutions -- IT departments and developers receive hundreds of competing requests from different teams, and they're already burdened by outdated legacy systems that require too much time and too many resources to maintain. These factors are enough to overwhelm the best-qualified, most-organised IT teams.

Salesforce.com's Government Trusted Cloud Platform

Salesforce.com's world leading, trusted cloud application development platform (PaaS) allows customers and partners to "generate new, higher-quality custom business applications faster (three vs. ten weeks) and with fewer resources," per the 2014 IDC Study. Governments are moving away from the time, cost, complexity, and frustration encountered at every turn with hardware, software, and backlog for traditional, on-premise solution models. The Salesforce1 Platform service enables them to build, integrate, and deploy any type of government app, for any need, from personal productivity apps – email, calendar, and spreadsheets – to full-blown enterprise apps for policy & program, project management, customer service, budget & finance, and more. The flexible underlying platform's service and supporting ecosystem allows organisations to integrate almost anything and adapt their solution to precisely fit their needs – all while meeting government's strict security requirements. Some agencies, such as GSA, have undertaken complete IT transformations and standardised on the Salesforce1 Platform. Saving millions of dollars each year, the platform also provides GSA access to 2,200+ pre-built applications in the Salesforce Government AppExchange that can be customised for their specific needs.

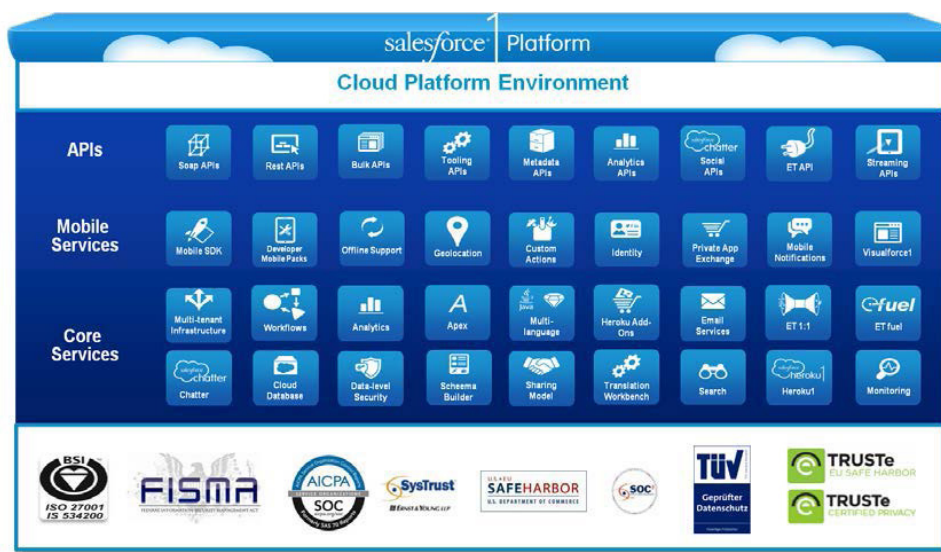


salesforce | Platform

Multi-Tenant Government Trusted Cloud Platform
Development, Database, Infrastructure

#1 Cloud Platform IDC Gartner	Leader PaaS Mobile Collaboration FORRESTER	#1 Most Innovative Company 2011, 2012, 2013 100 Most Trustworthy Companies Forbes	#1 Sales Force Automation, Engagement Center, Social CRM Gartner
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We provide all the developer environments, resources, tools, documentation, and content for you to take full advantage of the power of the platform. You can build in confidence while addressing governments' specific security requirements with a real-time, transparent display of performance, security, and data safeguards at www.trust.salesforce.com:



Unleash Your Agency's Potential

Dramatically boost productivity, foster innovation, promote constructive collaboration, reduce total cost of ownership, and attain greater, ongoing flexibility. Below are just a few examples of how government innovators are tapping into the power of the world's leading cloud platform from Salesforce.

“Development time with the salesforce.com platform is excellent: weeks instead of months, days instead of weeks, and hours instead of days.” – TX Department of Information Resources

General Services Administration (GSA)

GSA is the US federal landlord managing 370 million sq. ft. of office space and the primary acquisition agency responsible for more than \$62B in contracts. They're also a service centre -- both for government agencies and the public. GSA implemented a number of solutions to better integrate their legacy infrastructure with wall-to-wall access to Salesforce CRM, Service Cloud, Salesforce1 Platform, and collaboration solutions. They consolidated 1,700 legacy apps to 15, have built over 100 apps to date including CRM, case management, customer service and geospatial apps, and developed a Great Ideas Hunt that led to 635 ideas, 20K votes, and \$5.5M per year in savings. GSA also manages the National Contact Center, a service-centre solution for government agencies and the public, that handles more than 1.8M annual calls. By deploying over 100 apps on the Salesforce1 Platform, they've experienced a 92% reduction in total cost of ownership per app and 75% reduction in app delivery timeframe. GSA is saving millions of dollars while keeping up with constant agency demands and the needs of their customers. [Customer Story](#)

Texas Department of Information Resources (DIR)

DIR provides policy, planning, and education guidance to all Texas state agencies, as well as institutions of higher education. They needed to replace a wide range of cumbersome manual processes that were affected by manual pitfalls and inconsistencies. Using the Salesforce1 Platform, DIR has developed more than 30 different applications including policy-oriented and IT-focused apps. [Customer Story](#)

U.S. State Department

The State Department's Nonproliferation and Disarmament Fund (NDF) was challenged with inconsistent access to U.S. Government facilities and IT Systems. Without up-to-date information, programs had to run with larger budgets and risked cost overruns. NDF used the Salesforce1 Platform to create a custom app for budget management. Results included improved technology management, increased productivity, lower costs, an annual ROI of 216%, and an average annual savings of \$1.6M.

Questions?
Our reps have answers.

1800 667 638 (AU)

