



**Business challenges aren't out of the box.
Your Salesforce shouldn't be either.**

Maximize and enhance your Salesforce investment

We help organizations become category leaders

Unleash the power of your Salesforce

DecisivEdge is able to implement and/or optimize Salesforce to rapidly adapt for your ever-changing customer expectations, connect to all corners of your organization and drive stronger results.

We are Salesforce certified architects, developers, application builders, and administrators. At DecisivEdge, we deal with complex projects, from new CRM implementations and optimization, to custom features and time-saving process automations.

We can help with multi-platform integrations that provide real-time or near real-time data, create analytics and reports for deeper visibility and insights, and drive end-to-end implementation quickly and efficiently.

We provide training and support on any implementation for better user adoption, ongoing Salesforce maintenance and support, PLUS continuous business strategy and improvement services.

DecisivEdge also has extensive experience with integrating contact center solutions with the Salesforce platform.



Expertise

Salesforce Sales Cloud
Service Cloud
Field Service Lightning
OmniStudio

Capabilities

New implementations & optimization
Customization
Automations
Multi-platform integrations
Analytics and reports



DECISIVEDGE™
Collaborate • Break Through



We help businesses see farther, get there faster.
Seasoned Salesforce professionals, real-life business experience.



JOHN WILSON

DecisivEdge's Director, Salesforce Practice

Currently holds 9 Salesforce certifications and has focused his career in the Salesforce ecosystem for the past 12 years. Prior to joining DecisivEdge, John was the Vice President of CRM at Recovery Centers of America where he was responsible for delivering Salesforce solutions to increase quality and end user efficiency.

RESOURCES

- Salesforce Associate
- Administrator
- Advanced Administrator
- Platform App Builder
- Business Analyst
- Pardot Specialist
- Industries CPQ Developer
- OmniStudio Consultant
- OmniStudio Developer
- Platform Developer I
- Platform Developer II
- Development Lifecycle and Deployment Architect
- Integration Architect
- Field Service Consultant
- Nonprofit Cloud Consultant
- Sales Cloud Consultant
- Service Cloud Consultant
- Health Cloud



DecisivEdge is a global business consultancy and technology services firm that helps organizations elevate CX operational capabilities with best-in-class technology solutions, analytics and data-driven strategies.

We deliver a more personalized customer experience by working with global leaders in leading CCaaS platform technologies like Five9, or conversion tracking like CallTrackingMetrics, or CRM technologies like Salesforce.

For more information, GetResults@DecisivEdge.com or (302) 299-1570

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