



# SERVICE OFFERING

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At SalesHub, we strive to be a company that inspires dedication and independence. We value transparency in both internal communication and client interactions and believe that a healthy work-life balance leads to higher productivity. Within our company, we support each other's professional growth and encourage our leaders to coach and develop the next generation of leaders. Our culture promotes commitment, self-reliance, and ongoing personal and professional development





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# WELCOME MESSAGE

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**Rashed Chowdhury**  
Managing Partner

As a boutique system integrator and provider of IT services, we specialize in Salesforce consulting services. Our team of experts is dedicated to helping businesses of all sizes maximize their Salesforce investment and achieve their goals.

Our consulting services encompass a range of areas including Salesforce implementation, customization, integration, and support. We work closely with our clients to understand their unique needs and business processes, and then create customized solutions that optimize their Salesforce environment.

Our team is comprised of experienced Salesforce professionals who are certified in a variety of areas including Sales Cloud, Service Cloud, Marketing Cloud, and more. We stay up to date on the latest Salesforce innovations and IT best practices to ensure our clients are always receiving the most cutting-edge solutions.

We pride ourselves on our commitment to excellence, customer satisfaction, and delivering results. We believe that every client deserves personalized attention and a tailored solution, which is why we work closely with them every step of the way to ensure their success.

Contact us today to learn more about our IT consulting services and how we can help your business thrive.





# ABOUT COMPANY

SalesHub, LLC, founded in 2018, is a customer-centric consulting firm and a Salesforce Consulting Partner in the North American region. With expertise across all main industries and business functions, we build and deliver cloud-based solutions focused on helping you accelerate, automate, and optimize your operations. So whether you're new to cloud technology, or you're looking for help enhancing your solution, we have you covered. We offer services in strategy and business management, development, and implementation, as well as ongoing support and maintenance of our projects.



SalesHub is an Atlanta company with more than 25 years of experience. We worked with small to enterprise-grade companies to improve sales, service, marketing, and operation to improve organizational efficiency through better systems to support the front office, custom cloud-hosted solution, managed services, provider education, testing, and interventions. We provide clients with support for Salesforce.com, including custom client-facing business applications with effective data security control, business continuity, and managed services. We also provide assured effective business continuity and disaster recovery services. SalesHub's key to success is our ability to provide high-quality technical solutions while offering clients breakthrough business insights through a blend of functional and technical expertise.



# APPLICATION DEVELOPMENT

## Customize and manage applications tailored to your business needs.

In today's rapidly evolving business landscape, innovation and digital transformation are crucial for staying ahead of the competition and achieving growth. However, success is not guaranteed by innovative applications alone. To achieve meaningful results and drive better outcomes, businesses must choose the right digital partner for purpose-driven **application development and maintenance** services.

### Experience the Power of Digital Transformation with SalesHub's End-to-End Services

Choose SalesHub as your digital transformation partner and accelerate your journey toward success with purpose-driven application development and maintenance services.

#### **Develop: Design & Build**

Let SalesHub's expert team develop your technology applications.

- Agile methodology for efficient and effective development
- Faster turnaround times for increased flexibility
- Accurate understanding and delivery of precise requirements
- Experience-oriented UI/UX interfaces for web and mobile applications

Scalable, flexible, and future-proof software products

#### **Run & Maintain: Managed Services**

SalesHub optimizes application maintenance through cost reduction, targeted incident reduction, and automation tools.

- Achieve significant cost reduction for application maintenance.
- Target a zero-incident environment for your applications
- Utilize leading automation tools and techniques to improve application performance.

## APP DEVELOPMENT



APP DESIGN



APP MAINTENANCE



TESTING



USER EXPERIENCE

# CRM SERVICES

## Migration to Sales Cloud

Move from your CRM to Sales Cloud without affecting your current processes, data, and integrations. Our certified Salesforce consultants will be your guide.

## Custom Solution Development

Align IT solutions with your sales processes with custom hybrid apps, components, and Apex code.

## Sales Automation

Help your sales reps fill their pipelines and close deals faster than ever with our custom implementation of Salesforce Sales Cloud.

## Service Automation

Empower your agents to deliver faster and smarter service across all channels with our custom implementation of Salesforce Service Cloud and our certified salesforce consultants.

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# OUR SOLUTIONS



**Trac Anything**

## TracAnything

Plan, Track, Measure and Succeed

TracAnything is an all-in-one project management solution, enterprise tracking, and planning solution on Salesforce, changing how the company manages, governs, and justifies project spending.



## NPS Survey

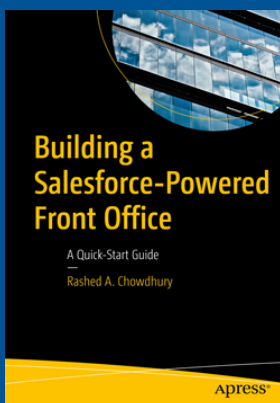
Measure NPS, Transform Customer Service

NPS Survey App for Salesforce is a great survey tool that could be used to automatically trigger surveys based on customer activity, then push responses to Salesforce so your team can close the loop.

## Building a Salesforce-Powered Front Office

A Quick Start Guide

Harness the power of Salesforce to manage and grow your business. This book shows you how to use the Salesforce CRM tool to consolidate consumer data into a single place to gain better insight into your business and more easily manage data.



# ENTERPRISE IT SERVICES

## Quality Assurance

QA Functional and Automated Testing - Work closely with Senior IT PM/Business Analyst, DEV, and QA members in the requirement, design discussion, implementation, and decision making. Analyze technical business and data processing problems and coordinate resolution. Assist with the development and execution of test cases, document results, and assist in coordinate user acceptance test activities with internal and external clients.

## Infrastructure Support

Work closely with IT leadership to provide Enterprise IT infrastructure support and maintenance services that include but are not limited to DevOps Support, MDM cloud backup & restore, storage management, web chat integration, voice over IP phone, integration of IT hardware with software, IoT, and data security services.

## Application Development

Enterprise Application Development & Support - Work closely with the IT leadership team to provide Enterprise application support and development services that include business applications (both cloud-hosted and on-premises), business intelligence, data warehouse, integration, and integration, analytics, and any custom solution development services.



# WHY CHOOSE SALESHUB

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We understand that one solution does not apply to every strategy. Our goal is to bring new insights to your front office. We take the guesswork out of strategizing, building marketing lists, and developing campaigns and offer your team every customer detail they need to make smarter decisions. Sometimes your team has only one chance to make the right connection. With SalesHub, your team won't miss it.



## **80+ YEARS OF EXPERIENCE**

In the leadership team spanning digital transformation, IT modernization, software development and maintenance, infrastructure services including optimization and move to Cloud, data analytics, mobile app development, CRM and ERP implementation.

## **Strong track record of:**

- Delivery excellence meeting and or exceeding client expectations.
- Seeding, growing, and managing high-performance teams
- Right sizing and skilling teams of 20 to 400+

Laser focus on 'CSAT'.

Focus on the 'cross and up skilling' of the team.



# OUR PROJECT

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## QA Services for Insurance Client

Optimizing Car Insurance F&I (Finance & Insurance) Operations with Comprehensive QA and Custom Software Solutions. A leading car insurance provider in the F&I sector faced operational challenges that hindered their bottom line. Lengthy approval processes, manual data entry, and disjointed systems were impacting operational efficiency. The client sought to enhance their processes and customer experiences.

## Our Solution

Collaborating with SalesHub, a trusted expert in both manual and automated QA testing as well as custom software development, the client aimed to leverage technology for optimizing F&I operations.

**1. Comprehensive Process Analysis:** SalesHub conducted an in-depth analysis of the client's F&I processes, pinpointing bottlenecks and improvement opportunities.

**2. Custom Software Development:** The team designed and developed a tailor-made software solution that automated manual data entry, streamlined approval workflows, and ensured seamless data synchronization using tools such as PG Admin for database management.

**3. Manual QA Testing:** Rigorous manual QA testing was performed to ensure the software's functionality, usability, and accuracy. Thorough testing scenarios were executed to identify and address any issues.



# LET'S WORK TOGETHER



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