



# **CUSTOMER RELATIONSHIP MANAGEMENT**

# STEP 1

Employ a methodical approach for assessing the Salesforce instance and bringing a report on how to go about implementing Lightning.

## STEP 2

Use agile methodology to implement the solution based on a defined roadmap. Implementation will be done step-by-step to assure maximum impact.

## STEP 3

Provide on-going technical support to help develop better solutions. Depending on the business need, we can bring out-of-the-box solutions.





# STEP 4

From documentation to communication, helping all users understand this new experience is very critical. CyanGate helps with the right way of introducing Lightning to users.

# STEP 5

Lightning is not only a change in User Interface and User Experience. It is a change in the way business gets conducted. CyanGate is not only helping users understand reasons behind the change but also improving their productivity.







# **DOCUMENT MANAGEMENT**

#### PROCESS ENABLEMENT

Regardless of how the approval process should work, CyanGate can build the custom solution to assure enablement of the approval process.



## **PROCESS AUTOMATION**

If the business requirement is to upload a lot of documents in a given business day, this can turn into a mundane task. CyanGate helps with solutions assuring easy upload of document into Salesforce.com by building custom solutions.





#### **DOCUMENT BACKUP**

CyanGate can help build a solution to take a backup of current files and folders that are currently in use in CRM.



#### **DOCUMENT ARCHIVAL**

CyanGate can offer archiving documents based on a retention policy and assure automation of retiring documents used in CRM.









# CONTRACT LIFECYCLE MANAGEMENT

### **IMPLEMENTATION PLANNING**

CyanGate employs a methodical approach for identifying the top-of-mind critical client business objectives, opportunities, issues, and next steps for meeting your key business objectives.



#### PROJECT EXECUTION

Our project management rigor provides a structured approach to Contracts Management deployments of any scale. We recognize that an investment the size of a Contracts Management initiative requires structure and predictability





#### **STRATEGY**

Considering the changing business environment and constantly evolving IT technologies, it is critical to build a roadmap on contract management. CyanGate helps design a plan that will drive success.



#### **MANAGED SERVICES**

Our Managed Services offering focuses on employing efficiencies of scale and how your employees can help you achieve more from your Contracts Management solution.





