



Artisan Consulting

Leverage the Power of Salesforce®



Let's build something better

www.artisans.com.au

There's no doubt Salesforce® has many powerful cloud-based products to enable better connections with customers, but the benefit gained by using these products depends greatly on the know-how of those implementing it.



Artisan Consulting is a Platinum Salesforce® Partner that specialises in optimising your customer systems by helping you with the groundwork to get the most out of your Salesforce® implementation from Day 1.

For those who have already introduced Salesforce®, but are experiencing challenges, we offer customised solutions to address issues and improve business outcomes.

Why partner with Artisan

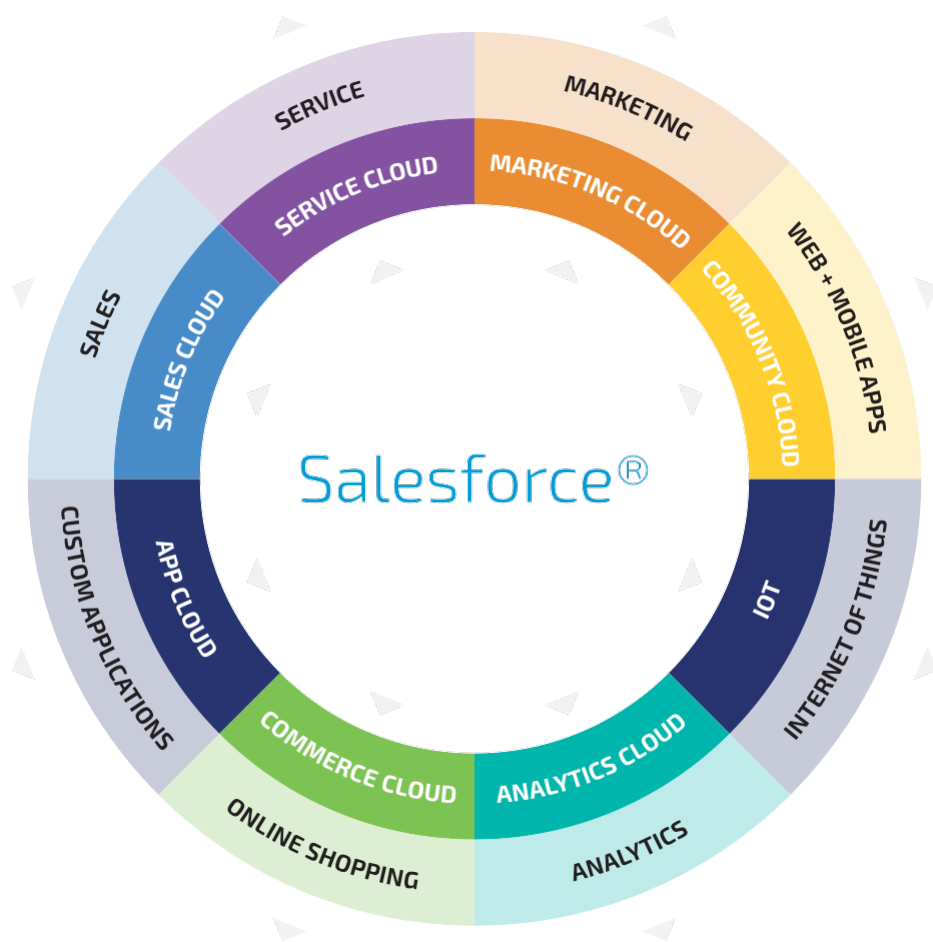
An Artisan Consultant possesses both creativity and skill. In avidly practicing their craft, they obtain the experience and aptitude to reach the expressive levels of an artist. Artisan was built on a philosophy of delivering Salesforce® solutions that are hand-crafted with care, an approach that has ensured the delivery of highly-customised and comprehensive systems with ongoing support.

Unlike hobbyists who lack enterprise experience and global management consulting services which operate inefficient resourcing models, Artisan has focused solely on nurturing their engineering “craft” to master a niche and address the increasing market demand for complex quality solutions.

How we do it

Our head office in Melbourne is home to a team of professionals with extensive experience spanning a range of industries. We are a Salesforce® Marketing Cloud Partner as well as a System Implementation Consulting Partner for the core Salesforce® Sales/ Service/Community/App Clouds.

Our company culture encourages and rewards exceptional Salesforce® proficiency. Why is this important for you? We optimise your business outcomes by deploying small teams of highly skilled Salesforce® experts (“Artisans”). Upon thorough analysis of your business needs, these Artisans deliver disciplined software engineering services to optimise your Salesforce® products.



Services

Artisan has developed an efficient and disciplined approach to delivering optimised programs for mid to large sized corporations for whom Salesforce® is a mission critical system. Our portfolio of services includes:



Salesforce® Initial Implementation

If your organisation has decided to deploy Salesforce® for the first time, we can assist you in establishing an optimised system that will nurture long term results. A “Minimum Viable Product” approach ensures you will benefit from enough necessary features from Day 1, and gain sufficient feedback upon which to further evolve your system.



Salesforce® Program Delivery / Resource Augmentation

By embedding a team of our highly experienced and skilled Artisans inside your organisation, we are able to begin working through backlog items in priority order. Our program delivery is based on a capacity funded engagement model that is agile and able to meet evolving requirements and overcome challenges as they develop over time.



Salesforce® Project Delivery

Our project delivery service is based around an agreed statement of work that is defined during an initial phase. This team composition is determined by considering your business needs, time lines and material conditions. By applying a capital funded engagement model, Artisan is able to target your specific requirements and requests with the necessary resources.



Salesforce® Technical Audit

For companies that have already implemented Salesforce®, it is wise to periodically assess the condition of your system. Artisan is trained to examine your overall Salesforce® health with recommendations for improvement that are adapted to your business needs and future strategy. Our Salesforce® Technical Audit takes one to three weeks (possibly longer for complex implementations such as those with global scale) and includes assessment of the current state of your Salesforce® implementation, your desired future state and a roadmap specifying the necessary plan of action to get you there.



Salesforce® Rescue Mission

In some cases, your Salesforce® is being underused or is being challenged by an overwhelming number of issues that inhibit your business performance. Artisan will assess the root of your problems, rather than trying to eradicate individual symptoms. We can assist with setting up best practice governance by establishing a Centre of Excellence. The rescue mission will resolve instability, improve performance and repair project delivery momentum.

About Artisan Consulting

Artisan Consulting is a Platinum Tier Salesforce® Partner that specialises in optimising and operating customer systems so you get the most out of your Salesforce® implementation.

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