



Get results

SALES
DEVELOPMENT

OPPORTUNITY
GENERATION

LEAD
GENERATION

RECRUITMENT
SERVICES

SALES FORCE
AUTOMATION

416.489.2025
TRGSalesConsulting.com

The Result Group Salesforce.com Consulting Providing Clarity Through Technology

About Us

For over 10 years, The Results Group has helped companies measurably increase performance and productivity of their sales organizations. Our wide variety of sales effectiveness solutions designed to help companies achieve business growth and success. All of our services and solutions are customized to best suit your business requirements and budgets.

The Results Group: Partial List of Services

- Sales process consulting and development
- Salesforce.com customization, implementation, training, and support
- Managing lead generation programs
- Sales training and coaching
- Sales recruitment

Salesforce.com Consulting Services

The Results Group is a **Salesforce.com Registered Consulting Partner**. Since 2002, The Results Group has successfully served local and remote salesforce.com clients ranging from small businesses to mid-market enterprises. Our in-house team of Consultants are trained and certified in all aspects in Salesforce functionality and experienced in bringing best practices to companies of all sizes.

With offices in Toronto and Montreal, The Results Group will deliver a customized solution that will deliver bottom line results by establishing a platform for:

- Ease of use
- Scalability - the ability to expand easily over time
- Low administration and operations requirements
- Total user adoption

Our cost-effective salesforce.com consulting services include:

- CRM strategy and process mapping
- Needs assessment and requirements documentation
- Implementation and configuration
- Data migration
- Customized training and ongoing support



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The Results Group QuickStart Plans

All plans include the following start-up implementation services:

- Business process review (one day meeting)
- Configuration of either SFA (Leads/Accounts/Opportunities), or Customer Service & Support (Cases, Solutions)
- Data migration of Leads, Accounts, and Contacts
- Territory assignment rules
- Basic Reports, Forecasts, & Dashboards
- User community settings
- Sharing & Security settings
- Communication templates
- Web-to-lead
- Mobile configuration (Blackberry)
- Desktop integration (Outlook, Lotus Notes, Word, Excel)
- Post-configuration walkthrough
- End-User training for up to 15 users

Training and Support Options

For End Users: The Results Group offers training for sales, marketing and customer service roles. This will help you understand salesforce.com and illustrate how to utilize this CRM as a critical business tool. You will learn how to manage leads, accounts, contacts, activities and opportunities.

For Systems Administrators: The Results Group will teach your systems administrators and IT personnel Salesforce.com maintenance and how to maximize applications within your business. We take a hands-on approach with real-world training scenarios that will make it easier for you to apply what you've learned. We can teach you to import data, automate workflow and approvals, create reports and customize the application to suit your changing needs.

CRM Quality Assurance Program (CQAP)

- Data Quality Assurance - customized reports ensure the quality of data is maintained & kept to the highest standards of quality control
- Ensures total user adoption by conducting monthly user audits –Tracks user activity and ensures key identified fields are entered properly
- Provides written reports and support for management regarding performance issues
- On-demand support for management and sales teams
- For more information, please contact:

For more information contact:

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