

# ITSM for Enterprise:

Leverage your Salesforce  
Investment to Drive Business Faster



# ITSM Solutions for Enterprise: Leverage Your Salesforce Investment to Drive Business Faster

Eliminate IT inefficiencies and accelerate your business's success with an integrated ITSM solution

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## Executive summary

For companies requiring enterprise ITSM capabilities, Remedyforce has proven to be an effective solution and natural extension to the Salesforce Platform. Because the Salesforce product set is already well established in a large segment of enterprise businesses, Cloudaction, a cloud solutions service provider, finds Remedyforce to be an ideal way to leverage an existing investment while achieving surprisingly flexible and robust ITSM capabilities.

This paper describes the readiness of Remedyforce for enterprise environments. Using various customer scenarios, this paper helps demonstrate the advantages of an established platform and proven track record, opportunities for enterprise expansion, and positive impacts a cloud ITSM system has on company costs and time.

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# Situation analysis

Take a moment and think about the technologies your organization depends on today compared with ten, or even just five years ago. Chances are, these technologies do a lot more than they used to—and there are a lot more of them. Modern enterprises are comprised of hundreds (even thousands) of custom-built, third-party, multi-device, and legacy applications, all operating on multiple platforms and fulfilling multiple objectives.

And there's the challenge.

The purpose of each enterprise application is often very specific—so specific that while it solves for certain technology needs, it can overlook the needs of the business as a whole. Essential data is limited to certain applications. One business unit can't benefit from another's information. There's little real-time data sharing. IT teams trying to solve these issues are up against expensive licensing, managing role-based permissions, or trying to juggle unreasonably cumbersome access.

## The real costs of IT inefficiencies

It's not just a matter of inconvenience. IT Service Management (ITSM), by definition, aligns technology with a business' high-level goals: customer satisfaction, employee productivity, seamless operations, and optimal profitability. Poor IT Service Management and an inadequate ITSM solution is a serious leak in your company's resources.

Consider the real costs directly associated with ineffectual IT service management:



### IT issues lead to severe productivity losses

Due to IT problems, global business users report they are unable to work for a significant amount of time each month.



A 2013 Forrester study about the friction between IT and business processes concludes, “business users at all types and sizes of organizations in all geographies are experiencing severe productivity losses, ranging from 10 percent (a few hours per month) to more than 50 percent. Companies are losing money because their people can’t work.”<sup>1</sup>

The same study notes that 14 percent of global business users lose an average of 90 hours of productivity per month due to IT issues. The remaining 86 percent of users lose 18 hours of monthly productivity.

There needs to be a better way.

### Companies are looking for ITSM answers

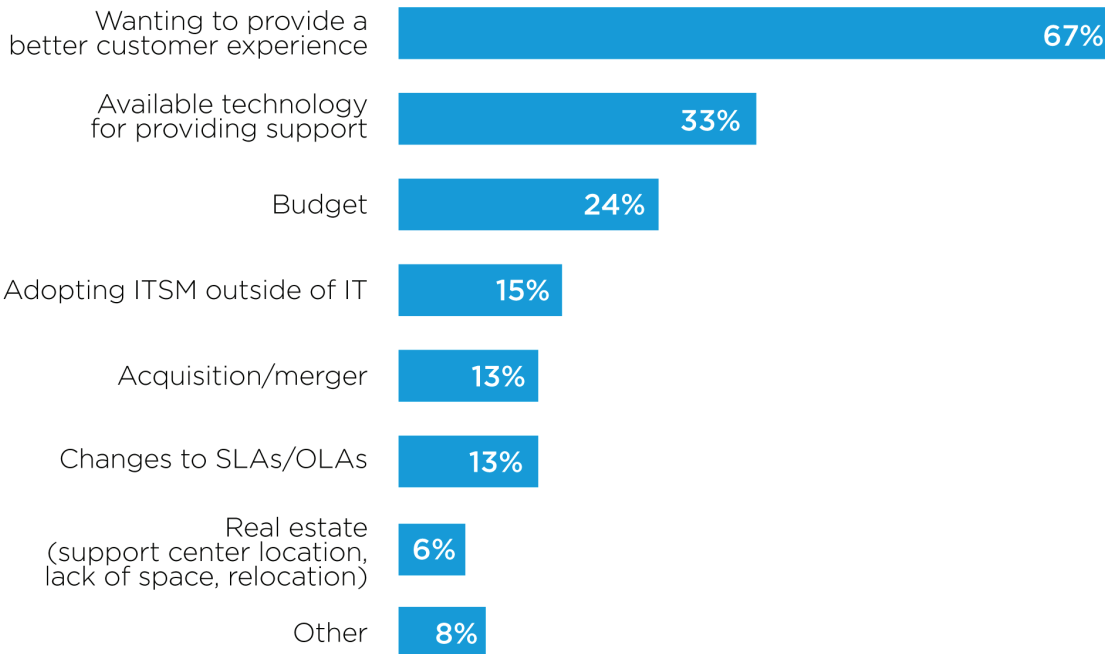
ITSM software solutions are not new to the market. HDI, a professional association for the technical support industry, reports that 29% of IT support centers are investing in ITSM platforms.<sup>2</sup> IT teams are upgrading their delivery capabilities and providing their agents with more capable tools.

The reasons for adding ITSM are varied, but all track to larger business purposes. Companies need to please their customers, keep employees productive, deliver on SLAs, and keep costs down. Those goals align with Forrester conclusions: “IT should implement innovation with technology by matching customer experiences to business needs.”<sup>3</sup>

Cloudaction, a U.S.-based IT solution provider, often receives requests to align a company’s business needs with an ITSM solution. With a focus on cloud solutions, Cloudaction specializes in implementations on and around the Salesforce Platform.

1 “Exploring Business and IT Friction: Myths and Realities,” Forrester, April 2013  
2 “Service Management: Not Just for IT Anymore,” HDI and itsSMF USA, October 2014  
3 Forrester, April 2013

## Reasons for adopting ITSM solutions



Percentage of support centers  
HDI, October 2014

In recent years, many ITSM applications have come to market and continue to expand their offerings. However, Cloudaction has found that while these solutions are able to implement a range of ITSM capabilities, many fall short when meeting higher-level business needs.

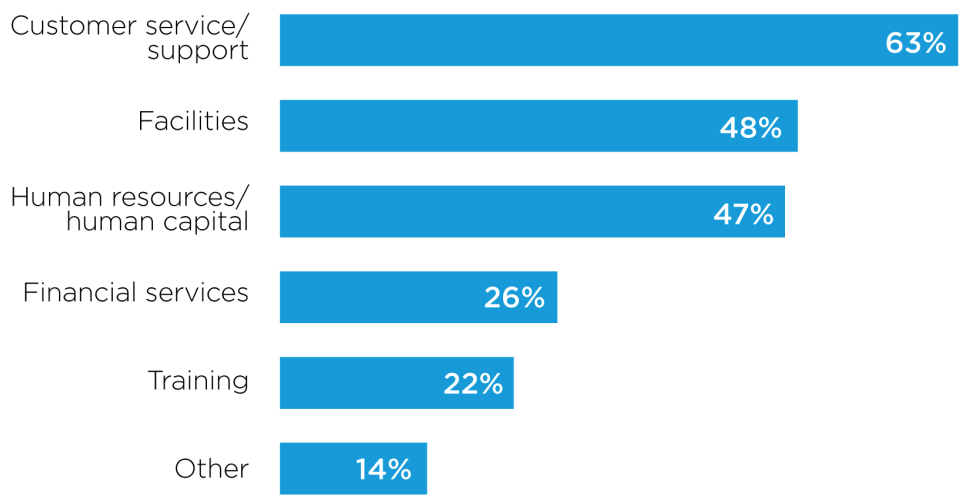
According to Cloudaction, companies wishing for a broadly advantageous ITSM solution must consider how the technology **leverages current investments**, demonstrates a **proven track record**, is amenable to **expansion opportunities**, and provides a **positive cost return** in terms of both savings and improvements.

# A solution poised for enterprise use

When considering an ITSM solution, it helps to take a look at how it might be used in your organization. While one technology need may be urgent and obvious now, other applications may be of great benefit to the company in the future.

HDI reports that customer service and support functions are the leading reason for ITSM additions (decisions right in line with Forrester conclusions), followed by facilities and human resource services.

## Common areas for ITSM application



Percentage of organizations  
HDI, October 2014

As customer examples in this paper will demonstrate, companies are wise to consider an ITSM solution that will not only scale to its growing and changing enterprise, but one that is able to integrate ITSM advantages into core business processes.

Cloudaction has found Remedyforce to be a resourceful and strategic ITSM tool that fits into various solutions solving enterprise-level needs. What's more, the advantages Remedyforce shares with other applications on the Salesforce Platform make it a sensible and logical choice for a significant number of companies.

### Remedyforce is poised for enterprise use

Many IT professionals may think of Remedyforce as purely a help desk solution for small to mid-size businesses. However, Cloudaction has found excellent alignment and functional readiness for this application in the enterprise environment.



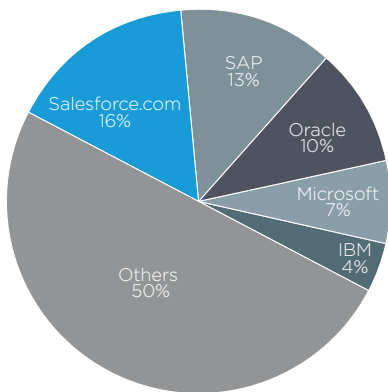
**The Salesforce Platform: Embraced today—and tomorrow**

Gartner reports that Salesforce leads the global CRM industry with 16.1% market share, outdistancing SAP, Oracle, Microsoft, and IBM. In addition, Salesforce grew more than 30% globally in 2013—24.7% faster than its nearest competitor.<sup>4</sup>

How does this relate to ITSM? Some of the world’s largest brands depend on Salesforce for critical CRM technology. Its Salesforce Platform is clearly embedded in a large number of substantial enterprises, and is here to stay. That opens a tremendous leveraging opportunity for an ITSM solution like Remedyforce that shares the same platform, data, and tools.

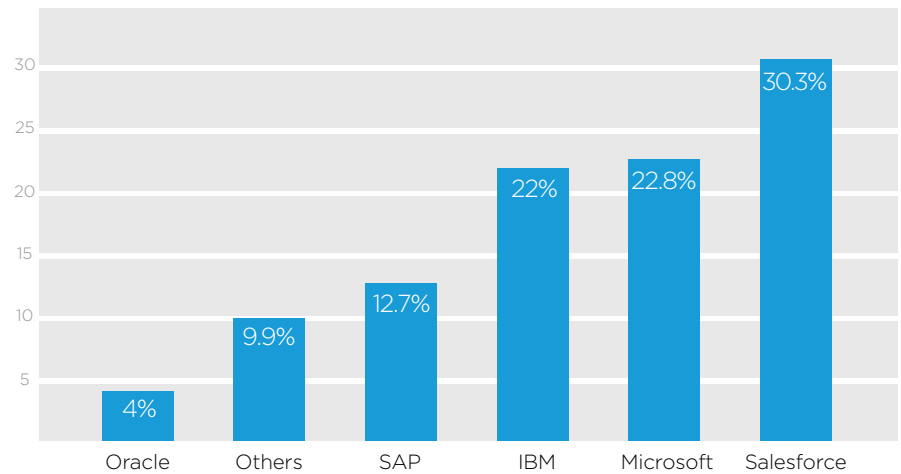
**Worldwide CRM Software Spending By Vendor, 2013**

**MARKET SIZE: \$20.4B**  
**13.7% GROWTH OVER 2012**



**Worldwide CRM Software Spending By Vendor**

**2012 - 2013 REVENUE GROWTH %**



**About Remedyforce**

The ITSM product hails from two big names in the industry: ITSM pioneer BMC, developer of the Remedy IT Service Management Suite, and the number-one cloud leader, Salesforce, best known for its cloud-based CRM applications. As such, the Remedyforce product leverages industry-leading ITSM tools and practices as well as robust cloud functionalities proven on the Salesforce Platform.

<sup>4</sup> "Gartner Says Customer Relationship Management Software Market Grew 13.7 Percent in 2013," Gartner, May 2014





# Leveraging a Salesforce investment

“Leveraging existing technologies,” notes HDI, “is an excellent means of driving additional value and minimizing implementation risk.” An organization that purchased Sales Cloud for CRM may not have been thinking of ITSM at the time. But keeping in mind a solution’s ability to integrate with future business needs is a sensible long-term strategy.

After all, extending internal use of the Salesforce Platform has the advantage of immediate access to the existing data architecture, data security, and IT staff who are already up to speed. And since most IT departments will be familiar with the Salesforce Platform from their own evaluation and internal usage, IT due diligence is not a hindrance to purchase and implementation.<sup>5</sup>

### Making the most of existing data architecture

Perhaps the top IT-minded reason for extending the Salesforce Platform with Remedyforce ITSM is the relative ease of maximizing existing databases. Since a company using a Salesforce product already has significant data architected for the Salesforce Platform, the data may be easily extended into ITSM use.

### Capitalizing on proven security protocols

While ITSM solutions make sense from efficiency and productivity perspectives, IT decision makers cannot discount security realities. An ITSM solution, for example, that facilitates data sharing between IT and HR departments may streamline employee onboarding. But personnel data must remain confidential and accessible by specified roles in HR only. Cloudaction has found that many ITSM products do not have security, privacy, or data segregation measures in place to meet corporate requirements for sensitive data.

In fact, robust security and explicit permissions-based privacy policies have been deal-breakers for some ITSM contracts. Reliance on the long-standing Salesforce reputation for best-in-class security and certifications adds to the Remedyforce quiver of advantages.

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### Remedyforce Security Certifications

- Remedyforce Security Certifications
- Full ISO27001 certification
- SOC-1, SOC-2, SOC-3 certified
- SSL 128-bit VeriSign transmission-level security
- Approved for US Government agencies

### Physical and Logical Privacy Policies

- Explicit permission required for each instance
- Role-based permissions limit data access
- Native support for data segregation

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<sup>5</sup> “Should You Build on Force.com?” VentureBeat, November 2013



**Benefitting from multitenant, high code coverage architecture**

For single-tenant ITSM solutions that require substantial configurations and customizations during implementation, updates can bring negative impacts. Not only does an update lead to system downtime, the costs for reconfiguring (whether by internal personnel or through outsourcing) can be significant. Some customers choose to forgo system updates due to the hassle and end up making do with an old ITSM version before succumbing to a system rip and replace.

Because Remedyforce is a true multitenant system, continued use is not stalled by software updates. Mature API contracts and high code coverage intrinsic to the Salesforce Platform protect a company's investment by eliminating the risk of re-coding and time costs. Updates are made seamlessly, without breaking a company's own customizations.

**Investing for future solutions and smooth integrations**

ITSM, like other pieces of an enterprise, is part of an on-going structure; there are always new needs to meet and unforeseen requirements to come. Salesforce APIs have made Remedyforce integrations with other key enterprise solutions much easier to accomplish, providing many downstream advantages and higher value to the business.<sup>6</sup> The Salesforce AppExchange reports availability of more than 2,650 applications in various categories.<sup>7</sup>

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**Cloudaction has successfully integrated Remedyforce ITSM capabilities with multiple Salesforce and third-party systems.**

Sales Cloud	MS SCCM	BMC Client Management
Service Cloud	PeopleSoft	Atrium Orchestrator
Workday	Rally	Monitoring tool
Lawson	JIRA	
Active Directory	BMC ADDM	

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<sup>6</sup> "Remedyforce Consulting: Extending Your Remedyforce Implementation Using Salesforce To Create Enterprise-Class Solutions," Cloudaction, October 2014

<sup>7</sup> AppExchange.salesforce.com, January 2015



# Advantages to enterprise environments

The application of Remedyforce to enterprise environments is relatively new. However, customer examples in the following section will demonstrate the ability to leverage Remedyforce capabilities to innovate in enterprise environments due to distinct capabilities.

## Scalability

Cloudaction has used Remedyforce in global implementations that would pose challenges for many applications. It has proved to operate successfully in enterprise environments involving global locations, multiple languages, and diverse systems.

## Data segregation

For solutions requiring data privacy within the organization, Remedyforce has the ability to segregate data even between departments. For example, sensitive legal data may need to be kept confidential, even when the legal department is requesting IT assistance. The native Salesforce architecture provides company protection and peace of mind with secure data segregation.

## Integration

Unlike some ITSM products, Remedyforce is not a standalone, single play solution. Cloudaction has been integrating Remedyforce with product sets from BMC and Salesforce, as well as other third-party systems. To date, the company has successfully integrated Remedyforce capabilities using a Cloudaction-built Integration hub “actionHub™” with the following enterprise systems: Service Cloud, Sales Cloud, Workday, Lawson, Active Directory, MS SCCM, PeopleSoft, Rally, JIRA, BMC ADDM, Atrium Orchestrator, and others.

## Rich ecosystem

Remedyforce is one of more than 2,600 products in the Salesforce AppExchange. Other apps within this ecosystem address solutions to myriad business functions—including operations, facilities, legal, procurement, HR, sales, and more—giving IT the option to buy solutions rather than build from scratch. Because Remedyforce is based on the Salesforce Platform, it works seamlessly with many existing AppExchange products, plus promises easy integration for future needs that may be addressed through ecosystem solutions.

## ITIL best practices

To support long-term integration and scalability, Remedyforce is built on ITIL standards. These best practices reinforce ease of implementation and future readiness as well as contribute to the inherent efficiencies of the product.

## Reliability

Cloudaction confidently recommends Remedyforce as a solution, in part for Salesforce’s record of reliability for cloud services. A reported uptime of 99.9% has proven invaluable for enterprises whose operation crosses time zones and operating hours.



# Customer applications of ITSM

The following customer examples demonstrate real-world applications of Remedyforce solving various enterprise business needs using ITSM capabilities.

## Case 1: Improving Customer Support Through Real-time Collaboration

**INDUSTRY: SOFTWARE DEVELOPMENT**

Employees:  
**2,000**

Customers:  
**1,000+**

Locations:  
North America,  
EMEA,  
Asia,  
South America

Business-critical Function:  
**Customer support**

A global software developer must manage product support for customers, while keeping R&D, ops engineering, developers, and sales teams in the loop. The company effectively uses Salesforce Service Cloud for level 1 support as well as Sales Cloud to provide customer attention.

The challenge came with the lack of real-time collaboration between front-line customer support, technicians at level 2, and ops engineering and developers at level 3. Adding to the complexity were the variables of language and time zones with widespread geographic locations.

**ITSM and customer support integration**

Before the Remedyforce implementation, a customer issue that could not be resolved at the Company’s help desk was up-leveled to a level 2 support investigation, or if necessary, it triggered a hot fix for developers at level 3. The issue resolution was taking place through the proper channels—the problems arose when communicating with the customer.

The work-specific applications required for level 1, 2, and 3 support are necessarily different, but were not integrated or in any way transparent. So when a customer called to follow up on a query, a level 1 support rep had no way of knowing what was happening at levels 2 or 3. Tracking down the information and providing an update was slow (multiple time zones), inefficient (different databases, different languages), and frustrating. The customer’s sales representative, also unaware of the root cause and unable to access status for the issue, brought another aspect of dissatisfaction.

Clouddaction implemented Remedyforce to provide automated incident management across all levels of support. Using actionHub™, necessary data was shared among the different applications. Connecting data from Service Cloud and Sales Cloud was particularly simple because of the common Salesforce Platform. By creating an effective ticketing system within Remedyforce, any support employee in the Company can access real-time information, including who is working on the issue and its current status. This information is available 24/7, regardless of language, location, or time zone. The Company is then able to proactively communicate with the customer, give answers before they’re even requested, and provide a level of service that earns deep customer loyalty.

## Case 2: Proactively Ensuring SLA Compliance

**INDUSTRY: IT SERVICE  
PROVIDER FOR  
HEALTHCARE FACILITIES**

Employees:

500+

Customers:

2000+

Locations:

United  
States

Business-critical Function:

Service  
Level  
Agreements

An IT service provider in the healthcare industry is responsible for technology services and support to medical clinics and hospital systems of various sizes, locations, and levels of complexity. Each customer has a unique contract with differing requirements for its Service Level Agreement (SLA). The Company lacked an efficient method to manage the SLAs being negotiated by the sales teams (using Salesforce Sales Cloud) alongside the tactical responsibilities of the operations team (using a separate incident management application). Because the disparate systems were not integrated, data could not be easily shared. As a result, operations staff were unable to prioritize incidents according to SLA requirements and the Company was often at risk of breaching customer contracts.

### ITSM and SLA monitoring

The Company used Sales Cloud to manage its many customers and specify SLA requirements. Integrating Remedyforce with Sales Cloud was easy since they live on the same platform; the integration allowed the Company to automate alerts to the operations team and better prioritize incidents according to SLA stipulations.

In addition to improved SLA management, the Company streamlined incident and problem management. They were also able to enhance productivity of both their staff and their customers by employing Self-Service and Knowledge Management tools as well as the Remedyforce Salesforce1 Mobile App.

The Company is now able to proactively manage both their workload and customer expectations. Sales appreciates the Company-wide understanding of SLAs and the ability to keep customer commitments which leads to better and longer customer relationships.

## Case 3: Increasing Effectiveness through Automation

**INDUSTRY: AUTOMOTIVE  
EQUIPMENT DISTRIBUTION  
AND RETAIL**

Employees:

75,000

Locations:

5,300  
locations in  
North America

Business-critical Function:

HR support

A major automotive equipment distributor with 5,300 locations must manage a global workforce of more than 75,000 employees in stores, warehouses, distribution centers, sales teams, administration offices, etc. The Company uses PeopleSoft as its Human Resource Management System, however, many IT-related issues had been falling through the cracks.

### ITSM and automating sensitive HR data

With a high rate of turnover often associated with warehouse and distribution jobs, employee onboarding and offboarding was a significant task for the Company. While typical HR processes were managed within PeopleSoft, there was not an efficient process to enable new hires and transfers with proper technology tools, such as specific hardware, software licensing, and permissions associated with different company roles.

Remedyforce was implemented via Cloudaction's actionHub™ to share essential IT-related information with PeopleSoft and to automate certain processes. Because of data segregation capabilities, Remedyforce is able to keep confidential employee data accessible only to designated HR leaders; it may not be obtained even by IT teams with whom the database is shared.

Thanks to its integration with the PeopleSoft knowledge base, the Remedyforce solution is able to automate processes for issuing and approving various technology tools and people credentials. Now, instead of a new hire waiting for his or her IT needs to catch up, Remedyforce synchronizes the process of readying tools with a new hire's first day. Not only does this support productivity for employees, automated system access improves the efficiency of contract workers as well; it reduces costs that were previously lost when contractors had to wait for the access needed to perform their duties.

The onboarding of thousands of new hires and managing the IT profiles of staff promotions is complex. But offboarding those who leave the company brings even more serious concerns. Before the Remedyforce integration, the Company had been at risk of data breaches due to still-active passwords or information left on mobile devices of past employees. Closing that gap with Remedyforce-driven protocols dramatically reduced that risk. Automating a range of IT actions in conjunction with HR processes has proven to be a critical advantage for this high-volume workforce.



Case 3: Increasing Effectiveness through Automation - continued

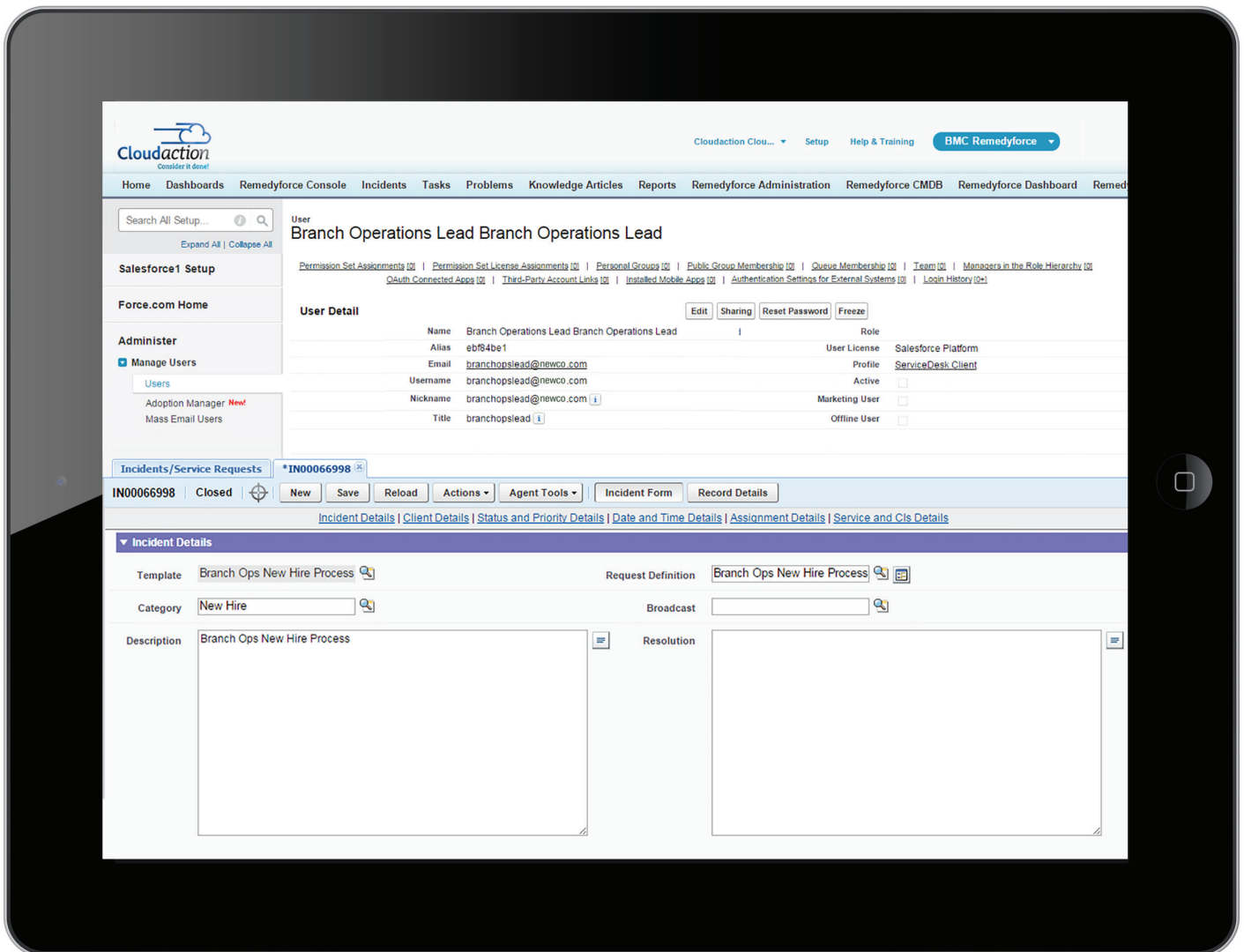
Before ITSM

**4-5 HOURS**  
for onboarding requests  
**2-3 HOURS**  
termination tasks



After ITSM

**0 HOURS**  
fully automated  
**0 HOURS**  
fully automated



Automation of IT tasks for onboarding new hires.

# Business benefits

Based on these use cases and their experience across other implementations, Cloudaction has identified key business benefits that can be enjoyed by creatively applying ITSM capabilities. These conclusions are supported by evidence from customer results, including and beyond the cases described here.

## Increased employee productivity and IT efficiency

Thanks to innate advantages like scalability, user collaboration, and mobile readiness, ITSM has helped identify hidden inefficiencies and increase employee and IT productivity. Implementation of Self-Service and Knowledge Management tools greatly reduces the burden on help desk and support teams. Automation of IT-related tasks speeds business processes. And data visibility throughout company systems helps employees do their jobs better.

## Quick deployment and ROI

Developed with ITIL best practices in mind, Remedyforce is prepped for smooth implementation. This is augmented when integrated with other products on the Salesforce Platform since the need to re-architect databases is reduced or eliminated. As such, company-wide efficiencies go into effect more quickly, resulting in impressive return on investment in both time and dollars.

## Ability to fulfill company compliance and commitments

With Remedyforce deployed as a single system of record, audits are much simpler and companies less at risk. This applies not only to organizational and industry regulation of internal controls, but to SLAs that affect alignment of business needs, customer satisfaction, and profitability.

## Immediate and downstream savings

There's no question an ITSM system is a significant investment. However, when considering costs, it's wise to look at more than the initial sticker price. Evidence shows additional factors that affect the total cost of an ITSM solution beyond the implementation: resource support, updates, and ecosystem.

- **Resource support.** Cloudaction has found that implementing Remedyforce in enterprises that already use Sales Cloud or another Salesforce product brings immediate cost savings in time and personnel. Besides eliminating the need to re-architect existing databases, IT staff are already familiar with the Salesforce interface and are easily brought up to speed. Often, companies find no need to hire additional IT personnel to support Remedyforce. In cases that hiring is necessary, it is much easier to find professionals who already have knowledge and skills for the Salesforce Platform.
- **Updates.** Because it is a multitenant, cloud-based solution, Remedyforce is inherently cost effective when it comes to maintenance and updates. Updates are provided three times per year and do not require the expense of system downtime or re-working of custom code.
- **Ecosystem.** Electing to deploy ITSM on the Salesforce Platform also holds future advantages. There is a rich ecosystem of APIs for the platform that address other business needs. Deploying Remedyforce paves the way for smooth integrations of additional systems that use the Salesforce Platform.



# Conclusion

ITSM technology can offer a surprising range of business solutions for the enterprise. By taking advantage of the established Salesforce Platform, companies can achieve specific IT service goals as well as high-level business objectives.

Through multiple customer cases, Cloudaction has found a wide range of ways to apply ITSM capabilities and improve business processes. Remedyforce is a natural extension to existing Salesforce products that many companies already have in place; the ITSM capabilities bring new automation and functionality across business areas. However, Remedyforce deployment has also been successful with several third-party systems, allowing data visibility and adding advantages unique to the Salesforce Platform.

## KEY TAKEAWAYS

- 1. Look beyond the help desk.** Yes, Incident Management, Self-Service, and Knowledge Articles are a valuable part of ITSM products. But a versatile solution using automation, shared IT data, and more can add more effectiveness to other technology processes.
- 2. Identify inefficiencies in your enterprise.** Are you not meeting company objectives due to IT downtime? Loss of productivity? Inability to meet customer expectations or requirements? Detail any shortfalls and define the root cause if you can. The way ITSM can be applied to business processes may surprise you.
- 3. Consider the value of extending/leveraging existing Salesforce investments.** Building on a proven platform has its advantages: less data re-architecting, updates with no service disruption or rework, data segregation capabilities, 99.9% reliability, unparalleled security—the list goes on. Implementing Remedyforce is a sensible choice that also strengthens the foundation for future platform additions.



# Cloudaction Q&A

We asked the experts at CloudAction to respond to common questions about IT Service Management and how it can help drive key business objectives.

## **I always thought of Remedyforce for small and mid-size organizations. Why apply it to the enterprise?**

**Samir Kumar – President, Cloudaction**

Remedyforce is built on the world’s most trusted and secure cloud platform for building business applications. Because the same platform can deliver outstanding results for IT Service Management, extending the value of existing investments in Sales Cloud or Service Cloud makes perfect sense. Native integration on the platform enables seamless processes across business silos. The shared platform makes it possible to create a low-friction user experience where employees can go to a single portal to request services from multiple departments such as Human Resources, IT, and Facilities. With the ability to blend in custom Salesforce applications specific to the enterprise or leverage world-class APIs to integrate with on-premise or other cloud solutions, Remedyforce is THE choice for the enterprise.

## **What do you consider the biggest risks when making an ITSM decision?**

**Daniel Snow – Global Solution Director, Cloudaction**

“People, Process and Technology” are widely held as the elements required for successful organizational transformation—and the risks should be considered for each one.

The Salesforce Platform addresses the Process and Technology elements up front. As an enterprise-ready cloud platform, Salesforce1 (and thus Remedyforce) is prepared to face technology risks like security, scalability, and pain-free upgrades. In addition, Remedyforce and its Alignability Process Model address process risk with built-in ITIL best practices.

The biggest wild card for companies tends to be the transformational element of People. An organization must effectively drive cultural and behavioral change. Securing stakeholder support, engaging users early, and effectively “selling” the business value of an ITSM solution are crucial for success. Because many companies are already familiar with Salesforce products, implementing Remedyforce as an ITSM solution overcomes migration hurdles like learning curve or hiring additional support staff.

## **ITSM applies to so many business functions. What Remedyforce integrations have surprised you? What areas of growth do you project for ITSM uses?**

**Ron Hill – Principal Solution Consultant, Cloudaction**

Our experience shows there is a growing demand for Software Vendors and Managed Service Providers to have integrated service management solutions. Cloudaction has addressed needs in both these areas with Remedyforce and Service Cloud. Together, these solutions bring a rich support experience to both the support organization and the customer base.

**I understand the natural connection between Remedyforce and other Salesforce applications. What should I consider before integrating Remedyforce ITSM with other on-premise solutions?****Bruce Morgan – Senior Consultant, Cloudaction**

Data worth managing is data worth securing. The first concern when exposing on-premise systems to the outside world is security.

Encryption and strong authentication are the tools most often considered for securing data. However, a more fundamental principle is to place strict limits on which segments of data can be transmitted off-premise through any mechanism, regardless of authentication level.

Enterprise data can be kept safely beyond reach by leveraging the underlying platform of Remedyforce along with on-premise endpoint adapters, configured such that their underlying connections simply do not have the ability to access sensitive data.

**To some, Remedyforce ITSM is perceived as a complex and expensive project. What's your experience with on-time, on-budget implementation?****Harendra Thatola – Global Delivery Director, Cloudaction**

We've found that by engaging key project stakeholders from day one to review and refine the solution as it progresses, we are able to help customers accomplish even more than they expected with their budget. A Remedyforce ITSM solution is already based on ITIL best practices, which gives customers a great jumpstart for implementation. Plus, our experience with this platform has led Cloudaction to develop some accelerators for overall implementation. By following agile project methodology, we are able to mitigate risks before they impact the project budget and schedule.

**What do your customers say about the benefits of leveraging Remedyforce and the Salesforce Platform?****Rick Tuttle – Global Sales Director, Cloudaction**

Our customers are focused first on their business and how they can stay competitive. That means they have to spend less time maintaining, administering, and paying for IT service management.

Customers who have deployed Remedyforce acknowledge that the Salesforce Platform makes it easy for them to upgrade and administer. The solution scales to their changing business needs and offers them a mature ecosystem for continued innovation.



Salesforce.com/Remedyforce  
1.800.667.6389



Cloudaction.com  
1.844.225.6832

### About Cloudaction

Cloudaction is a cloud solutions firm focused on strategic consulting, implementation, integration, and innovation on and around the Salesforce Platform. Our pure-play focus spans Sales Cloud (CRM), Service Cloud (Customer Service), Remedyforce (IT Service Management), Cloud Coach (Project Management), and custom Salesforce solutions. Based in Tulsa, Oklahoma U.S.A., Cloudaction is a global company serving the Americas, Europe, South Asia, and Australia. With satellite offices across the U.S. and a Center of Excellence for Salesforce development in Pune, India, Cloudaction delivers exceptional results, on time and on budget.