

THE ULTIMATE GUIDE

TO SELECTING YOUR



CONSULTING PARTNER

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Tracking System



Who is a Salesforce® administrator?

A person who is expected to live and breathe Salesforce®

Well, he is the first point of contact between your Salesforce® managed services and your organization. He is not just a pioneer of your Salesforce® services but a business leader who is responsible for lean functioning of the organization.

The Idea behind this whitepaper is to educate the organizations with a complete understanding about the role of a Salesforce® Administrator, his capabilities and functionalities and to rationalize between choosing to outsource or hire one for your organization.

In this whitepaper we will cover

Who is a Salesforce® Administrator & what value does Salesforce® Administrator add to your organization?

01

How critical can be the job of Salesforce® Administrator?

02

Should you outsource or hire a Salesforce® Administrator?

05

03

Why do you need him for your organization?

04

Roles and Responsibilities of a Salesforce® Administrator

Chapter 1

Why is Salesforce® Administrator important?

A Salesforce® Administrator is a blend of business leader, Salesforce® expert, and an important **connection between all the departments of your organization with amazing communication skills.** Salesforce® is a comprehensive tool that requires a skilled and versatile Salesforce® Administrator to manage it effectively.

Hence, the presence of Salesforce® Administrator becomes important to safeguard the right functioning of your organization. As important as it sounds, this person is responsible for the smooth functioning of the overall Salesforce® system and hence he adds a great value to the organization. To discuss it in detail, here's what Salesforce® Administrator does to the organization.



What value does Salesforce® Administrator add to your organization?

A Salesforce Administrator is the lead for several core business processes, including running reports, implementing integrated technologies, managing and setting permissions and training users.

A smart and creative Salesforce® Administrator will keep his users happy and productive with his creative and useful ideas. The organization depends on him to keep the business run smarter. No doubt the profile of Salesforce® Administrator is in great demand.


Now that you know about Salesforce® Administrator and have understood his/her role in augmenting your organizational Salesforce® framework, we are sure you must have developed a keen interest in exploring more about this person.

In fact, if you are looking to hire one for your organization, it is important for you to first get in-depth knowledge about Salesforce® Consultant, research upon his capabilities, go through his previous work and then decide.

For now, let's head towards some key features/qualities that a Salesforce® Consultant need to have in himself in order to be a fit candidate for this position. **Read below to find out in detail:**

Communication skills

Salesforce® Administrator is a people's choice. He has the responsibility to entertain a wide spectrum of people including clients, stakeholders, employees, managers, IT consultants etc. Hence, good communication



skill of your Administrator is important for your business. Any update, any change, any process and implementation of anything new into your Salesforce® panel has to be conveyed to the users by the Salesforce® Administrator. Hence, he needs to be perfect when he speaks.

Is your Salesforce® Administrator into technology?


The more he knows about technology, the better he will be for your organization. This does not necessarily mean he needs to be a geek but at least an enthusiastic person who is fond of digging into the technology space and keeps updating his technological skills.

Analyze his visionary perspective

Does he look like an out of the box thinker? Do his strategies sound convincing enough? How do you think can he handle the situation in a given scenario? Analyze these possibilities thoroughly before taking a decision to hire him.

It's not sales its Salesforce®

Working with people and convincing them to buy the product is very different from operating the sales cloud. Hence, you don't need a top-notch sales representative to take care of your administration instead, look for a Salesforce® expert who can align your business goals with the Salesforce® objectives.



By now you must have understood the fact that Salesforce® Administrator is the first point of contact between your organization and your CRM strategies. Hence, from the plethora of crowd and self-acclaimed Administrator, your role as an individual or organization is to segregate from the lot, match the above-mentioned qualities and choose the best Salesforce® Administrator for your organization. The better you choose, the better will be the productivity of your overall business.

Heading towards chapter 2 of this whitepaper will bring major impact on your choosing capabilities. Although you are well-versed with the facts, figures, responsibilities, and capabilities of Salesforce® Administrator thinking out loud as to why do I need one for my organization is still prevalent.

Hence, in this context of the whitepaper, we will bring to you some of the major responsibilities that a Salesforce® Administrator can accomplish for your organization where his presence for your organization becomes equally important.

Chapter 2

How critical can be the job of Salesforce® Administrator?

It is important that your Salesforce® Administrator should be updated with all recent developments in Salesforce® ecosystem. He should be able to provide a resolution to all your issues and queries in a miraculous time span.

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Doing a basic Salesforce® Administration course requires around **19 weeks** of effort

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But what if that one person goes unwell for a week? Will your Salesforce® Administration stop? Or you should outsource the task to an experienced Salesforce® Consultant?

To let you better decide let's discuss some of the major roles that a Salesforce® Consultant performs and let you decide your organization's dependency on him.

01

Salesforce® consulting partner is your one-stop solution

Your Salesforce® Administrator is someone who is in charge of ensuring that Salesforce® is available to its users seamlessly 24X7. Salesforce® isn't a physical entity, hence, managing everything at the software level requires expertise. Salesforce® Consultant is your one-stop solution when it comes to software management.

02

Your Salesforce® Consultant is preset for all your organizational requirements

A Salesforce® Administrator manages access of its users into the system. He has to verify and keep a check on who has access to what. Any help with respect to accessing account, including password setting and login support, it is the responsibility of a Salesforce® Administrator to keep the flow in control by providing access and credentials to the concerned person.

03

Data, records, maintenance, and updates!

The job of Salesforce® Consultant also includes deactivating old users to maintain the secrecy of sensitive data. As you share a huge amount of sensitive data to your employees in order to make the process smooth and work progressive, once these employees leave, your Salesforce® Administrator will have to clear data around sales, promotions, transactions, client list etc.

04

Assigning and Re-assigning of task

In addition to these responsibilities, the re-assigning of roles is also part of this profile. As the access of sales head is different from a sales executive. In cases of role change or promotion, the transition has to be smooth. Hence Salesforce® Administrator keeps control over the situation.

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Managing Salesforce® does not have to be costly or challenging. Using managed services makes your workflow easy and affordable

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Should you Hire or Outsource a Salesforce® Administrator?

In our latest research on Salesforce®, we found that outsourcing Salesforce® Administrator has been a proven solution to cater to the numerous requirements of the companies of all size and type.




The points that justify the facts are as follows:

- **Unmatched expertise!**

Salesforce® registered consulting partners usually specialize in a narrow zone and provide exceptional service in that particular area and hence they leave no room for imperfection. Extensive experience allows these service providers to complete each work perfectly leveraging great outcome for your business.

- **Pay only for the work done.**

The scale of your business is not necessarily always stable because things always fluctuate in the business environment. Managing such a dynamic situation requires a robust financial backup. Outsourcing your Salesforce® Consultant results in paying for necessary endeavors only and saving on the extra cost. You can simply rework the cost of the Salesforce® Consulting partner as per the requirement of the projects.



- **You get to hire a complete team**

When you outsource a Salesforce® Administrator you just don't hire a single person, you hire an entire consulting partner firm. Be rest assured as your partner works in accordance with your goals and objectives. They deliver your work with perfection and help augment your business.

- **Get the best of both the world**


We all know the pain of hiring process and the effort and cost involved in hiring the desired resource. However, when the question is about Salesforce® managed services, you can definitely cut short the unnecessary hiring expenditure and simply outsource it to the best Salesforce® Consulting Partners. It is value-added, cost-effective and efficient in terms of time-saving, cost-cutting, and overall benefits.


- **They work as your augmented internal team**

Although Salesforce® stands as an integral part of your business, yet there is a core business too. While your in-house team works on their core responsibilities, the outsourced consultants can handle the entire Salesforce® ecosystem. Leveraging great outcomes on your overall business plethora while keeping your internal team intact.

- **Reliability, stability and guaranteed result**

Similar to the proficiency in your core business area, your outsourced Salesforce® partner has expertise in Salesforce® Administration and management. Since the payouts of the outsourced consulting partner





are totally dependent upon their deliverables, outsourced administration team can be a lot more reliable and efficient in their deliverables.

- **Technologies at its best**

Integrating different tools and technologies from the perspective of the smooth functioning of your operations requires significant time, effort and investment. It is better to spare a headache and simply give out the task to those who are already expert in their proven technologies. With support from an outsourced Salesforce® consulting team, you can be sure of your streamlined operations and enhanced multichannel sales.

- **Multifold your revenue**

Outsourced Salesforce® Consulting partners specialize in creating a reliable process of building a multifold revenue-creating model. They are expert in integrating the right channels to the right platform to multifold the existing revenue. Their consistency and exposure along with the various opportunities can add value to your organization.

Salesforce® Consultant adds much value to your organization. His efforts, intelligence and out of the box capabilities can align you with your business goals. With the added benefit of outsourcing one for your organization, it can leverage further support in term of impact, effectiveness, scalability, and productivity of your business. Hence, outlay extensive research while choosing the best Salesforce® Consultant for your organization and deploy effective outreach of your business.

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With Salesforce® services
give a new direction to your
organization

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Recap of the paper

- A Salesforce® Administrator is a blend of business leader, Salesforce® expert, and an important connection between all departments with amazing communication skills.
- Salesforce® Administrator is the lead for several core business processes, including running reports, implementing integrated technologies, managing and setting permissions and training users.
- He has got the responsibility to entertain a wide spectrum of people including clients, stakeholders, employees, managers, IT consultants etc.
- He needs to be a problem solver, technology freak, a quick learner and a person willing to follow the thread to get into the root of the problem.
- He needs to be a person who aligns your business strategy with technology with his visionary perspective.
- You don't need a Sales representative but a skilled Salesforce® consulting partner.
- Hence, always look for an experienced, knowledgeable and a task manager personality to take care of your organization's Salesforce®.
- It is important that your Salesforce® Administrator should be updated with all recent developments in Salesforce® ecosystem because he is the first point of solution for your organization.
- A Salesforce® Administrator manages access of its users into the system.
- The job of Salesforce® Administrator includes deactivating old users to maintain the secrecy of sensitive data.
- Adding on to this responsibility, reassigning of roles is also part of his profile.
- Salesforce® Administrator keeps all the data input of the organization.
- Salesforce® registered consulting partners usually specialize in a narrow zone and provide unexceptional service in that particular area.

Recap of the paper

- You can rework the cost of the Salesforce® Consulting partner as per the requirement of the project.
- When you outsource a Salesforce® administrator you just don't hire a single person, you hire an entire consulting partner firm.
- With Salesforce® managed services, you can cut short the unnecessary hiring expenditure and outsource it to the Best Salesforce® Consulting Partners.
- While your in-house team works on their core responsibilities, the outsourced consultants can handle the entire Salesforce® ecosystem.
- The payouts of the outsourced consulting partner are dependent upon their deliverables, hence they are reliable and efficient in their deliverables.
- Outsourced Salesforce® consulting partners specialize in creating a reliable process of building a multifold revenue-creating model.

Conclusion



A better, faster and **result-oriented way of getting your Salesforce services is through outsourcing a Salesforce Consultant** who is prepared enough to cater the responsibilities. His approaches will directly hit the functioning of an organization, productivity of the business and lean workability of Salesforce services. Hence, it requires extra effort and time to select from a lot of Consultants and choose a capable, creative and result-oriented Salesforce Administrator for augmenting the reach of your business.

About the Company

HyTechPro “Transforming Businesses Digitally” is a technologically advanced and globally recognized IT company that caters to the digital need of its customers. Established in the year 2003, we have mastered the art of providing next-generation IT solutions.


We are an expert in Salesforce® Consultation. Our mission is to help our customers use Salesforce® better to improve their business with higher efficiency and productivity. We combine the process, resources, and technologies under a single entity to fourfold customer satisfaction.

Disclaimer

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