



MONDAYCALL

QUICKFACTS

- Certified, experienced Salesforce.com consultants
- Best practice Salesforce.com implementations from start to finish
- 500 customers across over 20 industries worldwide
- Full range of Salesforce.com services for new and experienced customers



BENEFITS OF CONSULTING

- Done right the first time
- Rapid time to value
- Utilize best practices from over 1,700+ projects
- Deliver scalable solutions to meet future needs
- Get more from your technology investment

TECHNOLOGY INDUSTRY SERVICES

MondayCall has deep experience in the technology industry with over 200 customers in this sector alone. MondayCall has successfully completed hundreds of projects with leading software, hardware and Internet-based



companies ranging in size from Fortune 50 multi-nationals to fast growing mid-market companies to seed stage, fast growing startups. Whether the customer's business model is direct, indirect, web-only, sharing economy, B2B and/or B2C our customers have benefited from best in class solutions architected by MondayCall to enable them to use Salesforce to quickly capture opportunities and gain efficiencies.

Technology Sectors We Support

SOFTWARE

MondayCall has worked with some of the leading providers of software and SaaS products in the industry. We have worked with sales and marketing leaders to support both direct enterprise sales models as well as two-tier distributor and reseller models in national and international markets. Starting with the top end of the funnel, we bring industry expertise in setting up the marketing automation process to maintain direct and continuous communication with prospects.

For many software companies, working with partners is essential. Configuring Salesforce properly to support resellers and distributors is key to arming your partners to grow revenues and support your joint customers more effectively. MondayCall has set up many systems to increase the coordination among partners, including lead and opportunity management, customer service, market development fund (MDF) management, knowledge sharing and more. Partner Portal technology from Salesforce empowers technology companies to scale, particularly ones that tier their partners.

Mobile technologies enable enterprise sales, sales engineering and field service teams to be just as effective on the road as in the office. MondayCall has set up mobile access for companies to quickly gather the information they need to sell and to report back activities and conduct transactions that maximize revenue.

WHY MONDAYCALL

- Experience:**
 Deployed over 1,700 Salesforce and Salesforce projects across 500+ customers
- Expertise:**
 Certified and experienced MondayCall consultants and developers
- Methodology:**
 Quickstart and Optimization projects utilize proven best practices to ensure success, on-time and on-budget
- Coverage:**
 MondayCall provides a full range of consulting and development services across the Salesforce platform and ecosystem ensuring that you have a total best of breed solution

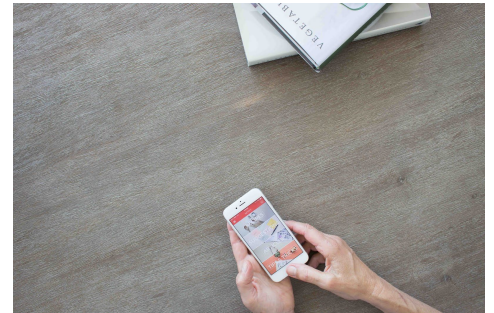
HARDWARE

MondayCall has helped many hardware manufacturers with their sales and marketing process. Whether the sales model is direct or indirect (through resellers or distributors), MondayCall has set up the infrastructure to manage the sales process from lead to cash. We have helped marketing organizations within hardware companies to automate their marketing process and to maintain relationships with prospects as they nurture them to leads. Lead development and inside sales can be fully automated to increase efficiency and maximize throughput. By arming the front end of the funnel, sales bring in higher quantities of higher quality leads.

Partners such as resellers and distributors play a major role for many hardware providers. They may hold inventory as well and provide varying levels of first and second level support. MondayCall can help you leverage the Salesforce Partner Portal to manage the interactions among sales, support, and back-office in order to optimize the success of your partners. Lead and opportunity management can be coordinated to desired levels. Even quotas, commissions, market development fund (MDF) management and forecasting can all be managed through Salesforce.

INTERNET & MOBILE APPS

The Internet has provided a multitude of ways for companies to market, sell and support customers. Whether it is B2B or B2C or even a combination, MondayCall has helped these companies model their business on the Salesforce platform. Mobile Apps have paved the way for new types of interactions with customers. Thanks to open interfaces and the Salesforce1 platform, customers can take full advantage of all that Salesforce has to offer to support the on-the-go needs of their customers.



Internet media companies have recognized the power that Salesforce can provide for sales and service. We have modeled complex Internet advertising businesses to support their special needs. Products can be configured to support CPM, CPC, CPA, etc. models. Synchronizing advertising actuals help technology media and agencies track the progress of their campaigns and to make adjustments as needed. A wide range of "products" can be setup to categorize inventory in new and inventive ways such as by page, affinity and more.

Salesforce and the Technology Industry

Enterprise sales team (both inside and outside) can benefit greatly from the capabilities of Salesforce to maximize revenue and give visibility to executive management on field activities. Funnel management, quoting, quotas, commissions and forecasting can all be fully automated and data made available in real-time, providing the sales management team with the information needed to

HOW WE'RE DIFFERENT

- **Solution, not Technology:**
A solution doesn't end when the last line of code is written or the last workflow process is created.
- **Relationships, not Projects:**
We value relationships. We are your trusted partner that will help you at any step of the lifecycle,
- **Execution is Key:**
We build frequent milestones in each project so you're always aware of the progress towards your next goal.
- **Good Planning:**
Each organization is different, so we never take a cookie-cutter approach. Successful projects begin with an active approach that leverage industry and business process knowledge.

know and hit their targets with confidence. Salesforce can fully model both direct and indirect sales channels thereby, increasing visibility of key metrics to the sales management teams. Region and territory data can be rolled up to provide up-to-the-minute forecasting for more predictable revenues. Quoting and sales quotas tracking can be done with a touch of a button.

Technology companies can "outsource" a significant portion of their infrastructure to the Salesforce platform. Companies can take advantage of best of breed technology and a world class infrastructure, giving them a fast, competitive advantage. Integrations with open API's enable systems to communicate with each other and act as one. Single sign-on capabilities enable use of a single credential to login. MondayCall has helped many companies build key functionality on the Salesforce platform rather than building from scratch. For instance:

- All CRM related processes are handled on Salesforce with the Internet or Mobile application focused on transactions. The customer's application is linked to Salesforce in order to match customer information providing a single 360-degree view
- Self-service components such as forums, knowledge management, etc. can be integrated with the Website or Mobile app, enabling customer to get online in weeks rather than months.
- Marketing automation solutions handle all email communications with customer. Marketing automation solutions handle complex customer communication logic and can scale rapidly to meet most any need including drip campaigns and mapping of customer journeys
- Customer and custom data can be stored and retrieved by an application or Mobile App saving significant time, expense and management by centralizing the data in one single source of truth.

Get Started Today!

Learn more about how MondayCall can help you make more the most your Salesforce.com investment. Please contact your MondayCall Account Manager or contact us directly at sales@mondaycall.com for more information.



MONDAYCALL

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OVER 500
CUSTOMERS



9.6/10
CSAT (CUSTOMER
SATISFACTION)



5-STAR
AVG RATING ON
APEXCHANGE