

Salesforce Solutions for Manufacturing

Enhance your supply chain and boost your customer experience.

Digitally Transform Your Business with Salesforce

The manufacturing industry faces many challenges, ranging from a lack of supply chain visibility and collaboration to skills shortages and siloed data. Additionally, today's always-connected, fast moving customers have forced companies to make a digital transformation.

Salesforce manufacturing solutions provide transparency across the supply chain ecosystem as well as a holistic view of the business while enhancing collaboration across marketing, sales and client services.

Rackspace Technology offers implementation and ongoing optimization services for multiple Salesforce manufacturing solutions options — ranging from Quick Starts that get you up and running quickly, to full custom projects. We'll work with you to identify the solution that fits you best and will yield the maximum benefit for your organization.

Once your project is completed, our team also offers ongoing optimization services, where our experts can act as an extension of your team to help you make the most of your Salesforce investment and maximize business results.

Some typical solutions for manufacturers include:

Target Outcome	Salesforce Solution Options
Connect sales, marketing and client services	Manufacturing Cloud
Re-open facilities	Work.com
Increase supply chain visibility	Back-front office integration — MuleSoft
Improve channel management	Sales, Marketing, Service or Manufacturing Cloud
Enhance field services	Service Cloud & Field Service Lightning (FSL)
Improve customer experience	Pardot, Sales, Marketing or Manufacturing Cloud

The Advantages of Partnering with Rackspace Technology

- **Outcome focused:** Every customer engagement begins by working with you to understand your business, the processes you use, the goals you have and the outcomes you are seeking. Our experts will then work with you to identify the right combination of Salesforce technologies to build the solution for your needs.
- **Broad-based skill set:** You can leverage our experience from over 20 years running the production environments of over 125,000 customers in 80 countries.
- **Industry expertise:** We maintain and manage the infrastructure and workloads for over 2,000 manufacturers around the world and have delivered Salesforce solutions for more than 100 manufacturing customers. Through this experience, we've gained insight into the typical manufacturing processes and how to implement Salesforce solutions to fit them.

The Rackspace Technology™ Edge

Rackspace Technology is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2020 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 2,500+ cloud professionals
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 120+ countries
- 500+ Salesforce certifications
- 1400+ Salesforce customers
- 2800+ Salesforce customer engagements
- Broad industry experience
- Application professional and managed services
- Manufacturing Cloud accredited
- Integration services
 - MuleSoft certified
 - CRM, ERP, Productivity, eCommerce

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

Rackspace Technology Quick Start for Manufacturing Cloud

Feature/Work	Included
Business process review	✓
Initial setup	✓
Configure standard objects	✓
Lightning app	1 (configured)
Set up user permissions	✓
Enable standard analytics	✓
Account Forecast settings	2 (configured)
Automated process	1 (configured)
Load required data*	✓
Collaborate on data migration	✓
Train-the-trainer recorded session	✓
Hypercare support	✓
Future-facing road mapping exercise	✓
Timeline: 6-7 Weeks	Price: \$49K

*Restrictions apply

Assumptions

- Client has configured Sales Cloud
- Client has configured and is using Standard Products object
- Client has configured and is using Standard Order and Order Line Item objects
- Client is currently using Salesforce Lightning
- Edition is Enterprise or Unlimited

Custom Projects

Let the Salesforce specialists at Rackspace Technology tailor a custom project using the Salesforce features that can best solve your unique business problems. Contact us to start with a Salesforce Discovery Workshop.

Take the Next Step

Let's talk about how Rackspace Technology expertise helps you achieve your goals.

Learn more: www.rackspace.com/salesforce

Call: 1-800-961-2888

Exclusions

Quick Starts Do Not Include:

- Custom Lightning pages
- AppExchange packages
- Third-party system integration
- Custom code or components
- Custom user interface
- Custom sharing
- Process improvement or documentation
- Data extraction/cleansing/transformation/manipulation
- End-user training
- Multi-currency
- Multi-language
- Custom report types
- Migration of unstructured data (PDFs, images, attachments, etc.)
- Custom Einstein analytics reporting
- Salesforce communities
- Multiple business entities
- Rackspace Technology project status reports