

Salesforce Solutions

Empowering Your Success in the Digital Age

With its 360-degree view of the customer and array of out-of-box features, Salesforce has become the CRM of choice for companies around the world. Whether you're looking to adapt your existing Salesforce cloud solution or introduce Salesforce as an add-on service, ScaleCapacity can devise and implement a solution that meets your unique requirements, empowers you to see and do more, and transforms your operations and performance.



Fully Customized Solutions

Whether you have no CRM, you're migrating from an existing CRM, or you need a fully customized and integrated Salesforce cloud solution, we'll meet you where you are and create exactly what you need.



Any Configuration, Done Right

As we build your front-end or back-end tool in the Salesforce cloud (service, sales, marketing, experience, or B2B/B2C commerce), we'll leverage our expert knowledge and experience to achieve your desired outcomes.



Actionable Business Insights

We'll gather and synthesize Salesforce data and provide AI-driven analytics support so you can get better business insights and a holistic view of the customer journey—plus custom reporting—all in a single intuitive dashboard.



Optimal ROI Assured

Along with a 360-degree view of the customer, Salesforce offers numerous out-of-box features. ScaleCapacity will enhance, automate, and improve them all so you see increasing value over time.



Born in the AWS Cloud, ScaleCapacity is a boutique provider specializing in AWS. Our Salesforce certifications include:

- Salesforce Certification—7x Certified
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Development Lifecycle and Deployment Architect
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Platform Developer I
- Salesforce Certified Administrator

Copado Certification

- Copado Certified Fundamentals
- Copado Certified Fundamentals II

Why Partner With Us?



No One Knows Salesforce + AWS Better

ScaleCapacity has a high level of expertise in Salesforce cloud, analytics, and Amazon Connect.

In fact, we specialize only in AWS and Salesforce and have operated in the cloud since day one. Got an issue? We've probably seen it—and solved it—before.



We Create Solutions That Meet Your Business Needs

We excel at building cloud solutions that solve unique business problems. Where are the gaps with your current CRM? We'll work with you to understand your challenges, create your optimal Salesforce setup, and make your implementation friction free.



We Minimize Your Costs

With ScaleCapacity, you can count on process efficiency as well as a relentless effort to reduce your technology costs. We understand Salesforce licensing tiers and can scale them up or down as needed or negotiate them based on your needs



With a Seamless Salesforce Integration, Luminary Travel Revolutionized Their Workflow

Bogged down by operational inefficiencies, travel industry leader Luminary Travel needed a way to eliminate the manual entry of crucial traveler and itinerary data from their external system into Salesforce.

ScaleCapacity stepped in to integrate the two systems, leveraging deep expertise to design and implement a robust solution that introduced automated, real-time data sync.

Luminary Travel saw the following transformative results from day one:

- **Enhanced business performance:** Thanks to automated flows of real-time data into Salesforce, Luminary benefitted from quick decision-making and improved customer service.
- **Increased productivity:** The elimination of manual entry bottlenecks freed Luminary agents to focus on core tasks and customer interactions.
- **Reduced risk:** Without the risk of errors inherent in manual input, accuracy and reliability in the Salesforce database is assured.

Need a Salesforce solution that delivers premium value? Let's talk.

Connect with us at www.scalecapacity.com.