

## IOT | Salesforce Features Demonstration

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### ABOUT

The IOT Salesforce CoE was asked to consult with 2 state agencies regarding their business needs and whether the Salesforce platform would be the best option for modernization of their business processes.

### CHALLENGE

Several state agencies currently use antiquated technology for their business processes. This situation creates a great deal of technical debt and may result in security and data integrity degradation. Agencies may hesitate to modernize technology due to an incomplete or inaccurate understanding of the technology and the costs associated with modernization.

### SOLUTION

The IOT Salesforce CoE created a fictional business application on the Salesforce platform and presented a demonstration of the functionality to 2 state agencies. Features such as case management, contact management, communication options and workflows were highlighted to emphasize the value of modernization.

### RESULTS

The demo was met with great enthusiasm. The agencies were able to visualize the positive impact of modernization, understand the current risks associated with continued use of their outdated technology, and realize the cost investment necessary to mitigate those risks and improve operational efficiencies.