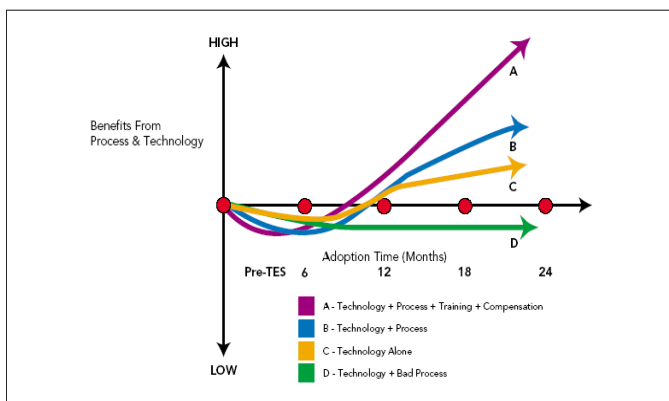


THINK BIG. START SMALL. SCALE FAST.



Vision

Vivens CRM helps its customers to increase the return on their customer interactions. This ambitious goal can only be achieved by combining and synchronising improvements in processes or methodologies, technology or systems, and last but not least skills and motivation of the people.



Bron: Gartner Research

Dressed For Success

The qualifications of Vivens CRM's consultants span all steps in the customer lifecycle and their years of –often international- experience, turn them into a valuable resource to help you find, engage, win and keep profitable customers.

Based out of the Benelux, Vivens CRM serves a wide variety of industries, both domestically and internationally, with customers ranging from small and medium-sized private companies to large multinational corporations.

With a hundred+ Salesforce-projects under their belt and being salesforce.com's Authorized Training Center for the Benelux, Vivens CRM is a leading and committed salesforce.com and SaaS partner.

Our Expertise

Vivens CRM provide consulting and services in the field of:

- Project vision, definition, planning & scope
- Salesforce configuration & customization
- Setup of helpdesk, call center management, CTI
- Integration with backend systems such as SAP, Exact, websites
- Datamigration, from various sources, e.g. SuperOffice, SQL, Excel, Access, Outlook
- New applications on the force.com platform, using Apex and Visualforce
- Integrated email marketing (ExactTarget)
- Public or custom training, adoption & change management
- Integration of sales methodologies and processes into Salesforce (Miller Heiman)

How Do You Benefit?

Vision, experience and proven approach result in:

- Realistic project scope, higher success rates
- Faster implementation, measurable business impact right from the start
- Accelerated adoption
- Minimal burden on your resources or IT-staff
- 1 contact person, clear-cut agreements, less worries



THINK BIG. START SMALL. SCALE FAST.

 **VIVENS CRM**

 **salesforce.com**
Authorized Training Center

Boost your knowledge, maximize your return on Salesforce

"The knowledge and skills of the users will determine the adoption and eventually the success of any Salesforce implementation."

Vivens CRM is salesforce.com's Authorized Training Center for the Benelux. We cover the full breadth of educational needs, ranging from administrators to developers and consultants. Trained and certified to the highest standards of Salesforce.com, our trainers combine in-depth knowledge of the product with a wealth of implementation knowledge, turning each course into an unparalleled learning experience.

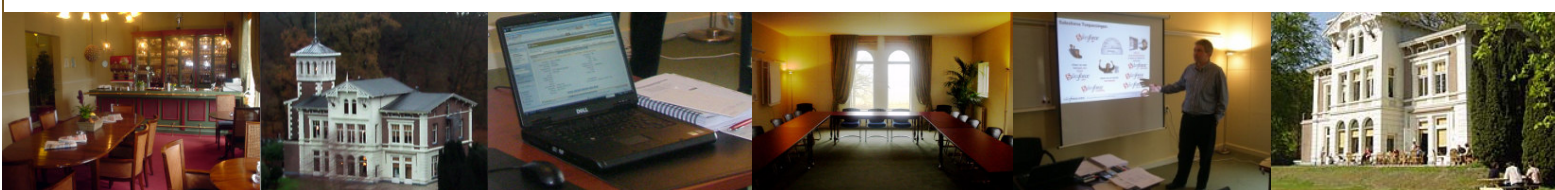
ADMINISTRATOR



DEVELOPER



CONSULTANT



Agenda 2009

	Course	ADM201	ADM202	ADM301	DEV401	DEV501	CON201
	Price	€ 2.700	€ 1.300	€ 3.000	€ 3.000	€ 3.000	€ 1.440
	#Days	4	3	5	5	5	3
June '09	Week 23						
	Week 24						
	Week 25						
	Week 26					22/6-26/6	
	Week 27	29/6-2/7					
	JUL/AUG						
Sep '09	Week 36						
	Week 37	7/9-11/9					
	Week 38						
	Week 39					21/9-25/9	
	Week 40						
Oct '09	Week 41						7/10-9/10
	Week 42		13/10-15/10	12/10-16/10			
	Week 43						
	Week 44						
Nov '09	Week 45						
	Week 46	9/11-12/11			9/11-12/11		
	Week 47						
	Week 48						
Dec '09	Week 49						
	Week 50					7/12-11/12	
	Week 51						
	Week 52						
Jan '10	Week 1						
	Week 2						
	Week 3	11/1-14/1					
	Week 4			18/1-22/1			
	Week 5						27/1-29/1

REGISTER NOW! www.vivens.com



About Vivens CRM

Vivens CRM helps its customers to increase the return on their customer interactions. To achieve this, Vivens CRM provides clients with consulting, services and training in order to align systems, skills and methodologies. As a leading implementation partner of salesforce.com and being their Authorized Training Center for the Benelux, Vivens CRM is truly committed to SaaS technology.

Our qualifications span all steps in the customer lifecycle and our services are geared towards everybody involved in customer interaction. Vivens CRM helps you find, engage, win and keep valuable customers. Based out of the Benelux, Vivens CRM serves a wide variety of industries, both domestically and internationally, with customers ranging from small and medium-sized private companies to large multinational corporations.