

Ideas PowerStart™

Are you a part of the conversation your customers are having about you? Online communities are rapidly becoming the place where your customers connect, look for help and discuss what they like and don't like about your products and services. Customers have more control over your brand than ever before. The companies that participate in these conversations, listen to their customers, and respond to those customers, are those that will set themselves apart.

Get your customers working for you today! Let Astadia, experts in salesforce.com, the latest social networking trends, and contact center processes, help you meet the challenge of building community and developing an interactive discussion with your customer.

Astadia's Ideas PowerStart is a fixed fee solution that gets you up and running rapidly with salesforce.com Ideas functionality. We will guide you on the best practices in building and moderating your community, and help deploy Ideas quickly and efficiently.

We start with a strategy and design session, perform set-up and configuration, create reports, train your admin and provide post implementation coaching to ensure success.

Salesforce.com Ideas



What's included in your Ideas PowerStart?



Strategy and Solution Design

- Customer connection goals
- How to drive revenue through Social Media
- Customer profiles/segmentation
- Review of Ideas capabilities
- Community adoption curve discussion
- Roll-out planning
- Definition of success metrics
- Ideas-Into-Action process

Set-up and Configuration

- Configure Ideas pages
- SEO meta tags
- Key reports and dashboards

- Ideas Administrator
- Testing

Training and Rollout

- Admin training
- Briefing on moderator role
- Launch review

Support and Adoption

- 4 hours of phone support over 30 days after training
- Adoption review at 30 and 90 days

Why use Astadia to create and implement your service and support strategy? We are the #1 cloud consulting and integration company with more than 1,700 clients, and over 4,000 Software-as-a-Service (SaaS) engagements delivered in more than 35 countries. As salesforce.com's Premier Consulting Partner, we have the largest number of certified consultants and broadest product competencies in Service & Support.

Use Astadia to bring you the right solution for your business, accelerate your implementation and deliver rapid ROI with cloud based solutions.