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Nov

01

Salesforce health-check
by DEPT®

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Prospect

Future customers with a wish to use Salesforce
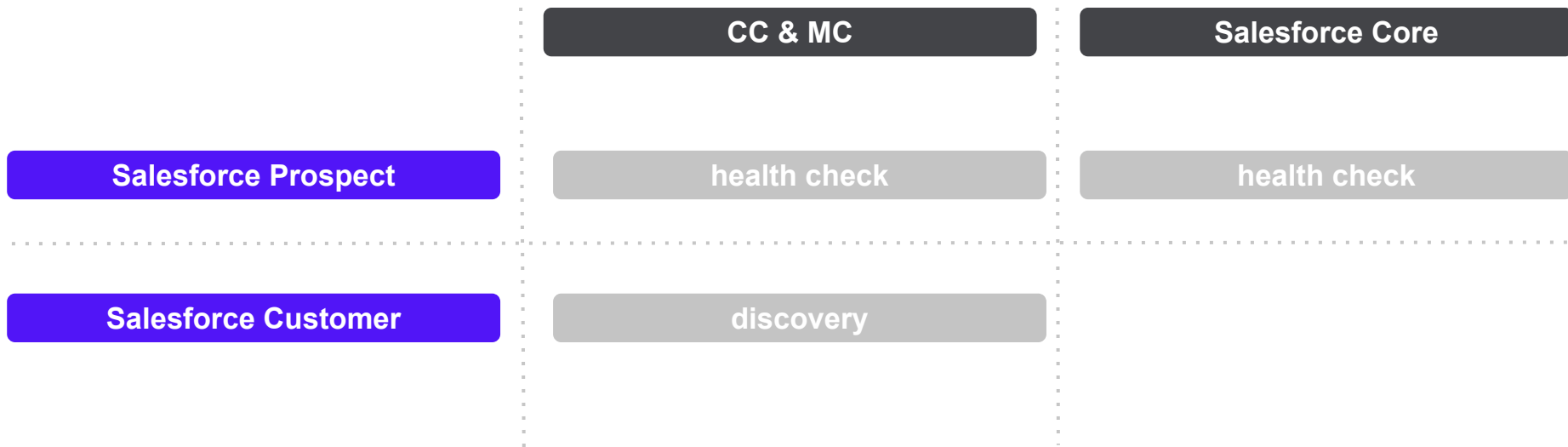
Customer

Current customers with queries on Salesforce

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Overview

	CC & MC	**Salesforce Core**
Salesforce Prospect	**health check**	**health check**
Salesforce Customer	**discovery**	

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In depth

Marketing Cloud

Service	Description	Deliverables
Maximum of 2 days **health check**	• Technology review • Business process support • Scope: Inventory of journeys and automations • Assets check (folder structure, templates, visual/ctas)	• Report with improvement pointers

Between 5-10 days
 	
discovery
	• Business review
	  ○ KPIs, Projects, Use cases and journeys
	• Technology review
	  ○ Architecture and data model
	  ○ Journeys and templates, assets and content
		• Inventory of journeys
		• Maturity assessment
		• Architecture & Improvement points (GAP analysis)
		• Project Roadmap

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In depth

Commerce Cloud

Service	Description	Deliverables

Maximum of 3 days **health check**	• Interview(s) to answer below questions:
	  ○ Current eCommerce architecture
	  ○ Which gaps with business needs
		• Report with improvement pointers

Between 5-10 days **discovery**	• Technology review
	  ○ To what extent is current architecture fit for purpose
	  ○ Benefits of SFCC vs current solution
	  ○ SFCC fit in the landscape
		• GAP analysis
		• Value added report
		• Future architecture

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Salesforce Core

Service	Description	Deliverables

Maximum of 2 days

health check

- Interview(s) to answer below questions:
  - Current C360 architecture
  - Which gaps with business needs

- Report with improvement pointers