



Salesforce App Cloud

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

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Chief Technical Lead at a tech vendor with 201-500 employees

reviewer1133562

WHAT IS OUR PRIMARY USE CASE?

We use this solution for the support of business sales and service processes.

HOW HAS IT HELPED MY ORGANIZATION?

It has allowed the company to focus on Business and not in Technology.

WHAT IS MOST VALUABLE?

The most valuable features are quick customization, solid deployment processes, and excellent reliability.

WHAT NEEDS IMPROVEMENT?

The cost of data storage is an issue once the company grows. The last time I checked a Gigabyte of structured data (tables) cost 3000 usd per month.

FOR HOW LONG HAVE I USED THE SOLUTION?

Ten years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Very stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

With decent developers (governor-limits in Salesforce can be quite a challenge for newbies) Salesforce scales easily.



HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

All problems solve within a reasonable timeframe. Best support comes from the community which is great.

IF YOU PREVIOUSLY USED A DIFFERENT SOLUTION, WHICH ONE DID YOU USE AND WHY DID YOU SWITCH?

Used Zoho CRM and also tested others. The flexibility and ecosystem for Salesforce is unmatched.

HOW WAS THE INITIAL SETUP?

The learning curve for the initial setup can be difficult if you don't have professional help. Once the basics are learned getting things done is mostly a problem of process.

WHAT ABOUT THE IMPLEMENTATION TEAM?

In house

WHAT WAS OUR ROI?

Less than a year

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Carefully study the user licencing possibilites and make adequate choices based on real needs (must have vs nice-to-have).

WHICH OTHER SOLUTIONS DID I EVALUATE?