



**Professional
Services**

•CONSLEAGUE

We help you thrive.

consleague.com

Introducing **Consleague**

We help organisations grow, using Salesforce to deliver dynamic change across Sales, Marketing & Customer Experience. As a dedicated Salesforce partner offering consultancy, configuration, design and development, we empower you to make the right decisions.

At Consleague, we take the time to listen and provide assistance in arriving at a strategy that works best for you.

We offer services that spearhead your day-to-day work challenges into manageable techniques, processes and strategies that contribute to seamless integration and implementation.

Our Professional Services Consultancy

Consleague is actively helping professional services transform relationships with their customers, partners and employees. Here's how.

Our many clients in this sector are using Salesforce products to manage Customers, Platforms, Data Management, Customer Portals and any integrations or extensions required.

With **Consleague's** tailor-made approach in providing and implementing Professional Service Automation (PSA), we allow you to focus on your business and provide the best help desk and customer service experiences to your clients. PSA ensures that none of your customers fall between the cracks of your processes and **Consleague** ensures a smooth implementation throughout the entire journey.

Professional services organisations are faced with the unique challenge of tracking the work their consultants do in the same way many businesses track the sale of tangible goods.

At **Consleague**, it's more than just tracking hours and budgets - it's about keeping your finger on the pulse of what everyone is working on, how much they're working and how they feel about the work they're doing.

To run a successful and profitable Professional Services business, you need to keep on top of:

- Sales Engagement
- Resource Management
- Talent Management
- Project Management
- Time and Expenses Management
- Project Financials
- Billing and Revenue Recognition
- Reporting and Dashboards
- Mobility and Collaboration
- Professional Services Communities



With such a lot of moving part, your clients, projects, marketing and sales should always come first, with deploying your own software and keeping up with your servers - as well as operating systems, networks, and endless upgrades - being the last things on your list.

Unlike Salesforce, most Professional Services Automation (PSA) Applications are overly complicated to deploy, learn and manage and they often fall short on the adaptability and flexibility required to run a Professional Services business.

Consleague implements everything you need and can provide integration services and automation, taking the Salesforce platform to the next level by mixing traditional professional services metrics with people-focused data.

With these statistics working together, your team will also have access to the information they need to effectively deliver projects.

To date our Professional Services work has included:

- **Management Consultancies**
- **IT Services**
- **Legal & Accounting Services**
- **Architecture, Engineering & Construction**
- **Facilities Management**
- **Real Estate**
- **Education/Training**
- **Recruitment**
- **Logistics/Transport**

The UK Engagement Team

From our inception over 10 years ago, **Consleague** has built a reputation for creating and implementing the delivery of reliable, integrated Salesforce solutions to many delighted customers by leveraging technology to improve operational efficiency.

This success has required us to develop and maintain a number of core strategic business functions and as of 2019, we have grown to over 45 talented full-time staff in the UK and offshore, providing our clients with the solutions and support they need in a cost-effective and timely manner.



Our Approach

We place our clients' needs at the forefront of all we do. It has always been Consleague's belief that focusing on a small number of clients rather than juggle high volume activity would enable us to build meaningful, lasting and results oriented relationships with our clients. We're thrilled that this approach continues to produce undeniably beneficial results.

Our team are experienced in every aspect of business, having built and consulted successful businesses and assisted FTSE listed organisations in achieving efficient, productive and profitable growth.

We have built, refined and perfected an engagement model that realises the true benefit of a specialised and scalable offshore team alongside a dedicated and experienced onshore team.

How do we do this?

Discovery

We facilitate workshops that allow us to find out as much as possible about you, your business and your concerns. In these sessions, we hone in on information regarding your current business processes and wider business strategy. We then align that understanding to technology. These sessions form the foundation of which solution we tailor for your business.

Playback and Propose

Following the initial consultation, this is our opportunity to demonstrate that we have understood your business and concerns fully. In these sessions we playback our understanding alongside a structured set of recommendations and where appropriate, a proof of concept that brings to life our shared vision for your business.

Scope and Planning

During this phase, we conduct requirements gathering workshops where granular details are agreed upon. These are translated into scoping documents. Alongside this activity, we produce full delivery plans that timetable the project.

Delivery

As we move into delivery, our agile expertise comes into play utilising SCRUM or KANBAN. We believe that delivery is best achieved in chunks resulting in useable units of work being delivered in iterative sprints. This approach provides flexibility alongside robust and transparent delivery.

UAT and Handover

At this stage, our team performs detailed quality assurance before hand over to you commences. Once the handover is completed, we work with you to ensure that UAT can be completed as seamlessly and effectively as possible. We also handle go-live and provide ongoing support to ensure uninterrupted production usage. We are committed to delivering excellence in every engagement. Based on our understanding of your challenges and desired outcomes, we are confident we can provide the relevant expertise to assist you in delivering a technology and enhancements solution that will enable you to accelerate your business forward.



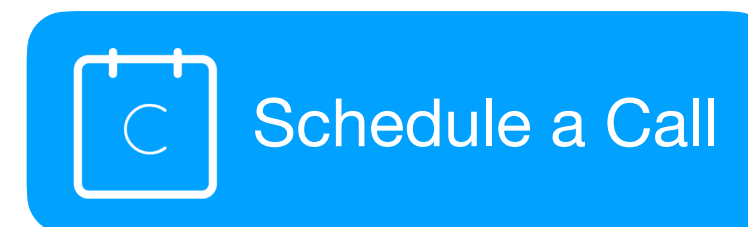
For us, our engagement with you is the beginning of a journey.

We pride ourselves on not jumping straight to a solution without truly immersing ourselves in every facet of your business and ensuring that we position ourselves as the partner that will assist you in achieving your strategy and the results you want.

This approach delivers a level of excellence that sets us aside from our competitors and continually delights our customers. Why not talk to us to find out why?

Ready to start?

[Schedule a call now with one of our Solution Experts to discuss your ideas in more detail.](#)



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