



iOCO  
Salesforce



# iOCO & Salesforce

iOCO focuses on delivering world-class, customer-centric solutions to align and support business strategy, using the world's number one CRM cloud application, Salesforce.

Understanding customer needs in order to retain and grow revenue is an essential business driver for all organisations. If you lose your customers, you lose your business.

Our solution and services enable every interaction and touchpoint to build a **360-degree view of your customer**. Future-fit companies are evolving accordingly by redesigning their businesses to compete on the most important market differentiator: their ability to understand, engage with and earn the trust of their customers.

**CRM is more than just a technology.** We help align the technology with the business vision and deliver solutions in partnership with you, our customer.

We help drive and accelerate innovation. With **automation of processes**, we provide a consistent

and productive platform to instil that ethos throughout the organisation. Our organisation has been delivering solutions for over 20 years in the CRM environment.

We have experience in the various Cx disciplines as listed and across multiple vertical industries such as telecommunications, financial services and retail, both for Tier 1 organisations and SMEs.

iOCO is one of the largest System Integrators on the continent, and we are well equipped to provide our customers with **complete solutions and services over and above the Salesforce CRM offering**. iOCO is a Certified Salesforce Consulting Partner.

## Customer 360 View

Customers should be at the centre of every business. Without customers, there is no business.

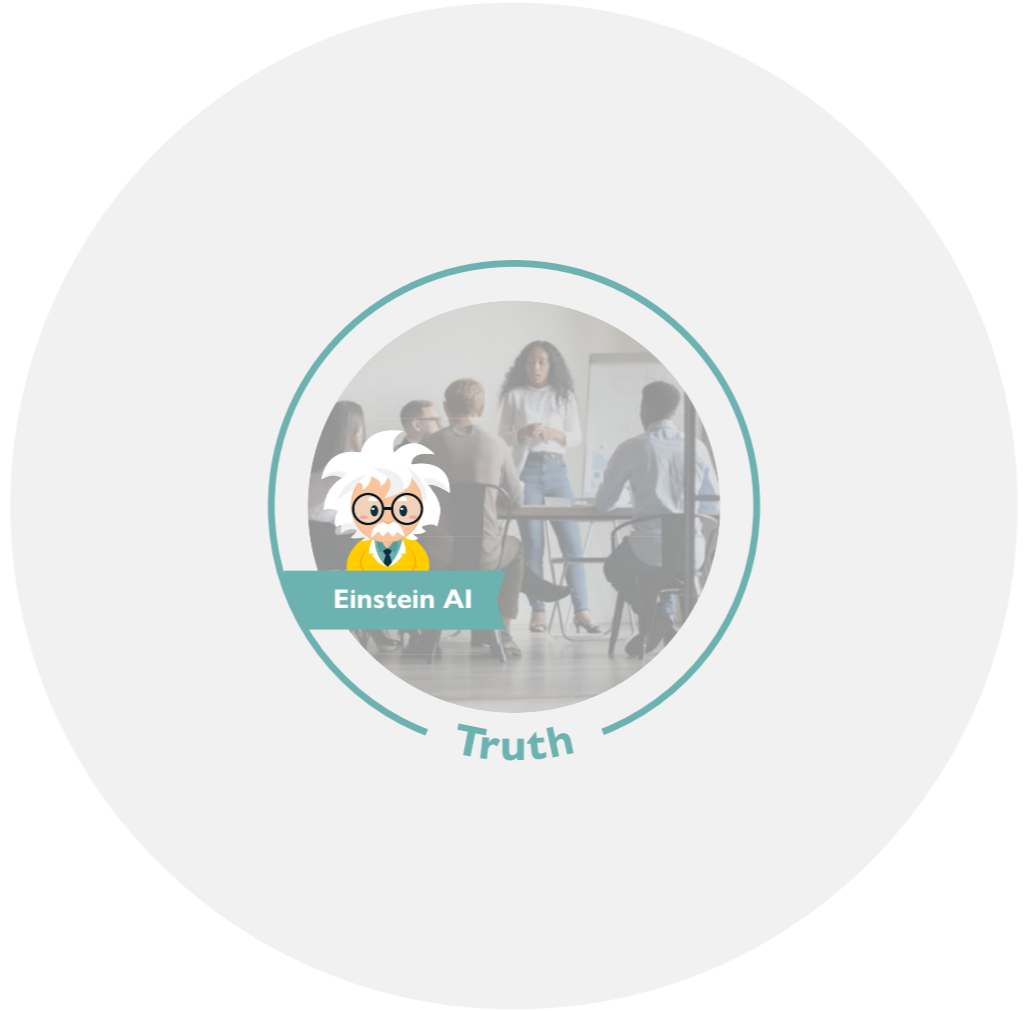
With so many choices at their fingertips, customers now choose to spend their time and money with businesses that put them first.



Each customer needs to be treated as if they are the only customer, which means we need to understand and capture every interaction with that customer to allow for building of a strong relationship.

iOCO has the resources to make this possible with **Salesforce Customer 360**, whereby each customer is exposed to a suite of products that will ignite a spark in their business.

**Let us help you develop customer-centric business processes** that unite employees, departments and partners to solve customer needs with the full force of the organisation.



*Click on each button  
to find out more.*

## Join iOCO in the Digital Revolution of CRM Solutions for Businesses

At iOCO, we believe that people are in the driver's seat of 4IR, and we have found an intersection between human ingenuity and cloud technologies to deliver the entire CRM solution, regardless of where you are.

iOCO

## Deploy Frameworks that Reduce Workload and Improve Productivity

iOCO aims to take care of the technicalities of Salesforce Platform while customers focus on using Salesforce products to grow their businesses. The exponential growth of businesses lies on migrating towards world-class technologies with minimum code. Salesforce is a testament to that phenomenon.



Start the conversation

Email:

[enterpriseapplications@ioco.tech](mailto:enterpriseapplications@ioco.tech)

