

Services & Solutions 2022 Gravitai Ltd

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So... Picka and start exploring) Gravitai

Salesforce & Gravitai

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From an overview of Gravitai to incentives, applications and industries, find what you need right away:

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The Force that <u>Connects</u> Cloud Platforms

Launching implementations into the atmosphere and beyond battling with alien automation.

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"It all started with a "Lego Minifigure", and the rest was history..."

Having grown up in Ireland's 'information age town' (Ennis, Co. Clare), at the age of 17, the foundations of Gravitai were formed from a passion for Lego and an achievement of an Entrepreneurial Award by the Country Enterprise Board.

Establishing Gravitai as pioneers in digital transformation, our vendor-agnostic approach is principled on TOGAF, LEAN and Agile methodologies. This has allowed us to revolutionise the design, implementation and support of Cloud-based technologies and projects.

We extend clients' teams with skilled technical capabilities working across multiple verticals, including Financial, Energy, Recruitment, Retail, Automotive, Professional Sports, International Refugee Organisations, Design Agencies, International Freight Shipping & plenty more. Clients recognise early the business value their cloud implementations that can better justify investment in their technology.



William McMahon, Gravitai Ltd - Chief Executive Officer (CEO) Connect with me on LinkedIn





It's <u>personal</u>; that's why Gravitai are different from the rest



We really do care about you

When you become a client of Gravitai, you are not just a customer. You are a part of Gravitai. Salesforce, for us, is all about the experience and result. We care about the final result and will do anything and everything in our power to achieve the best. It's why we are experts in fallen projects because we provide the love and care that is needed for the project, support or training to be successful.



William McMahon, Gravitai Ltd - Chief Executive Officer (CEO) Connect with me on LinkedIn



- **Our five primary constructs of any project**
- **1. <u>Certified</u> proven industry experts**
- 2. Cross-sector experience
- 3. **Proven** mature project delivery
- 4. A pool of <u>resources</u> and services
- 5. <u>Calm</u> & collected account management



So, who are we? Let's take a turn back in time

Gravitai has been operating for the past nine years; established in 2013, we have grown through customer satisfaction and putting the customer first through every single interaction.

We are a strong community with over **70+ resources**, including project managers, developers and consultants working full time to provide the solutions and services of the highest quality.

We have completed over 100+ greenfield implementations through to Recovery Operations in our lifetime. We aim and coordinate our teams in delivering the highest quality of successful Cloud deployments.

We are successful because we care about our customers, and they care about us as we retain clients on multi-year engagements working across various projects, teams and sizes.



Born problem solvers

We love to solve a problem

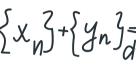
Quite frankly, we love solving problems. It's what we do best. We are naturally hard-wired in providing solutions to resolve your issues around Salesforce, CDPs and ERPs.

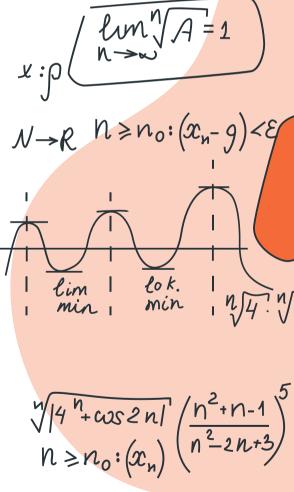
Dedicated Client Account Management

Attention to detail is vital in the thriving nature of any project, implementation or training. For all our accounts, we assign a dedicated client account manager to handle communications, the scope of work, resources and focus on the attention to detail which enforces the flourishing nature of what we do.

From day one, clients will be assigned an account manager, which will act as the focal point within their organisation.

They deserve the attention, expertise, resources, and respect.





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Proud <u>Salesforce</u> Implementation Partners

For years we have provided agnostic application services to leading organisations and companies across the globe in multiple industries and sectors. Find out how we become so successful.















Our <u>Salesforce</u> client history

Since 2013 we have served several industries, companies, organisations across the globe. It has given us monumental amounts of experience, knowledge and connections. Who have we worked with?

- Alamy
- Betway
- British Gas Evolve
- Burberry
- DailyMail
- BGO
- ECCO
- Gain Capital
- GreenThumb
- Hays
- Hive

- Jack Daniels
- Jaguar Land Rover
- JustEat
 - Lightspeed Broadband
 - Listers
 - Maersk
 - MamaCash
 - Manchester United
 - Okido
 - Pepper Money
 - Sanderson Design Group

- Schroders
- Schroders Pers
- Shell
- St Austell's Brev
- Telcom UK
- Tharsus
- TimeOut Magaz
- Toyota
- UNHCR (UN Re
- University of O



	Built via Salesforce
onal Wealth	Our current clientele up
	until this point has all
wery	come through word of
	mouth. This shows our
	dedication to the clients
zine	we serve and, the results
	we achieve, and the
fugee Agency) xford	feedback we receive as we
	look into organisations and
	clients in the UK & Europe
	for the future.

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Salesforce expertise It's all about Marketing Cloud

While we support multiple Salesforce applications such as Marketing Cloud, Sales Cloud, Service Cloud, Financial Services Cloud and Mulesoft Anypoint Platform, our primary focus and expertise is Salesforce Marketing Cloud. It is what we do best.

We will continue to support multiple Salesforce applications but will have a primary focus on SFMC implementations, support and training to give new clients and customers the best experience.

While we have existing experience in the following industries, we are looking to progress these further:

- Automotive
- Professional Sports
- Fibre Broadband / Telecoms



orts d / Telecoms



Equality & change

Pushing the globe forward

At Gravitai, we are committed to making a change in the world with what we do. We are dedicated to our plan regarding the critical environmental changes we need to make as a company while also considering how we operate with company equal opportunities for all individuals within Gravitai.



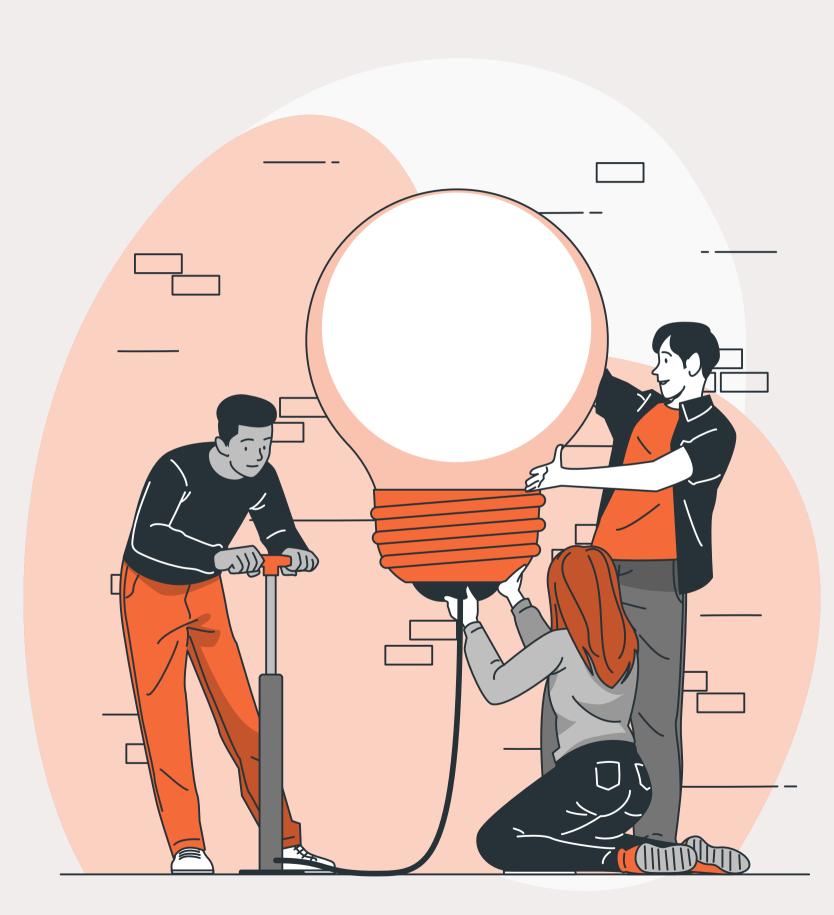
The United Nations Global Compact

For these reasons, we are a part of the United Nations Global Compact aimed at enforcing human rights, sustainability, and equality.

As a company, we are gladly a part of a global network of **15,000 companies and 4,000 non-business participants** that are dedicated and committed to building a sustainable future. At Gravitai, we have a massive recognition and passion for making the workplace friendly, having equal opportunities and being sustainable.

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Our <u>resources</u> An overview of our structure

We have valued our success down to the exceptional individuals we have at Gravitai. You will not meet a friendlier bunch. Currently operating with over **70+ resources**, we have a streamlined approach to handling clients, which means you receive a personal and highly attentive management process.

"We have dedicated resources with <u>years</u> of critical industry experience and knowledge among various sectors. <u>We only hire the very best</u> project managers, consultants, developers, business analysts and client account managers. Success is built on our <u>individuals</u>."

Olajide 'Jay' Abdul-azeez Head of Services at Gravitai





07-04-2022





How our pricing model works

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We follow a '**brick**' pricing model that allows implementation, retained support and training across any application to be easily forecasted and scoped.

- You pick your desired application(s), e.g. Marketing Cloud

- Your application will have a set brick price, e.g. £925 per brick, which can be used for implementation services, retained support or training for any support you need from Gravitai.

- Each application brick = 8 hours worth of services (1 day)

- Implementations, retained services, and training costs a certain amount of bricks for it to be completed, which allows you to top up bricks and purchase them within a moment's notice.

The more bricks you buy, the cheaper the brick becomes.





Reduced <u>Salesforce</u> brick pricing for Q1 & Q2

We are currently offering **REDUCED** pricing for implementation, support and training services for our Salesforce supported applications in Q1 & Q2.

GET STARTED WITH SALESFORCE NOW

*Any project must be signed off before the end of Q2 to qualify for the discount.

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Our <u>Operations</u>

A pool of clients and locations around the globe

We are adamant about providing Salesforce, CDP and ERP solutions and services across the UK, Ireland, Europe, America and LATAM.

Regarding operations, we have offices situated in the UK, Ireland & Europe.

We are further expanding to distant global regions as our clients grow and expand into the atmosphere.



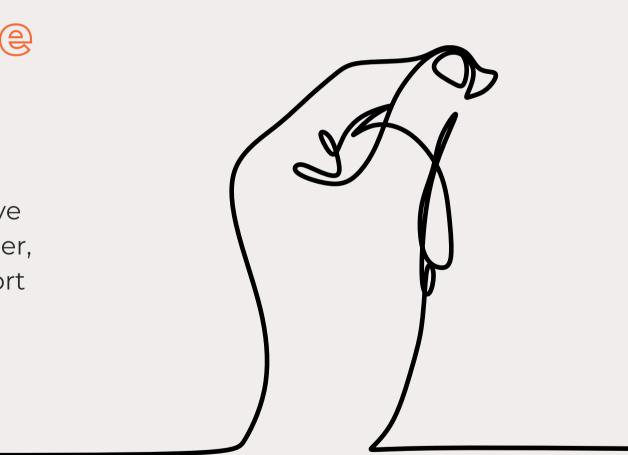
Valuing our customers

Our customers and clients are what make us successful; we will never settle until they are happy.

Our success with Salesforce, CDPs and ERPs is down to customer satisfaction. We strive for greatness when it comes to our clients because we care. We are a passionate partner, which is why we retain our customers year on year. No one will provide personal support and care like us. We are pioneers in customer satisfaction and project success across implementation services, retained support and training.

Customer happiness is what pushes us further to evolve, develop and re-invent services and solutions for the dedicated technology applications and services we provide globally.











In the nine years we have been operating, we have seen one trend across the globe, which is fallen accounts. For various reasons and circumstances, implementations fail; let us help.

"We are experts in recovering red accounts and fallen projects; we have done it for years and will continue to provide the love and care for customers and clients out there that not only need expertise but need an agency that is a friend for knowledge and support."

William McMahon Chief Operating Officer (CEO)

ENQUIRE ABOUT A RED ACCOUNT OR FALLEN PROJECT





20-02-2022



Let's break it down by Salesforce applications

Take a look at the Salesforce applications we support and what we can offer for Salesforce Marketing Cloud, Financial Services Cloud, Sales Cloud, Service Cloud and many more to assist your requirements. Salesforce & Gravitai | 2022

Salesforce Marketing Cloud

Dominating the #1 digital platform

Let's face it; automation can be alien to people. It is hard enough understanding your customers and their needs, so why add the pressure of implementing the #1 digital platform in the world for your needs and requirements.

That's where we come in. We are Salesforce Marketing Cloud experts. It's what we do best, after all.

For years we have provided Marketing Cloud services in Salesforce to leading organisations and companies across the globe in multiple sectors and industries. It's why we are one of the most respected Salesforce partners and continue to grow via the success of our clients, implementations, retained support and training services. There is none better.



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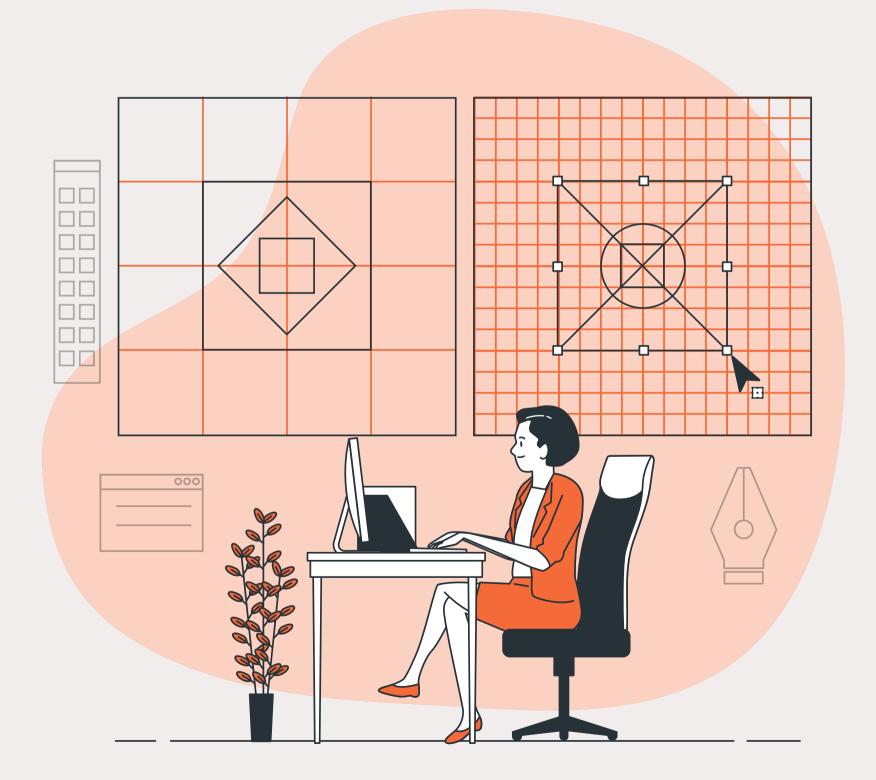


Email Studio

Use data from every single source to build smarter and more responsive emails, from campaigns to 1-to-1 messages.

How can we help with Salesforce Email Studio?

Implement and build your company emails





Reach customers globally

- Use drag-and-drop segmentation tools to hone subscribers - Schedule messages, distribution and custom reports - Identify highly engaged subscribers and increase conversions - Quickly identify and optimise your mobile emails - Use content blocks to populate industry email designs - Employ HTML code and personalised scripting language - Strengthen your customer relationships with email marketing - Fine-tune with A/B testing and automate your journeys - Get your emails to the top of the inbox with every customer - Filter millions of profiles in seconds with Email Studio



Journey Builder

Personalised campaigns

Start delivering every interaction, email, communication and mobile call. Build personalised, meaningful journeys.

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How can we help with Salesforce Journey Builder?

- Collect enhanced customer data to get more sales in the doors
- Convert potential leads into fully-fledged customers
- Target browsing behaviour, purchase history & messaging
- Utilise real-time events, purchases, downloads and service cases
- Alter customer paths, target emails and predicted algorithms
- Be proactive, plan journeys through automated logic
- Build abandoned cart journeys and welcome newsletters
- Use templates and determine the flow of every single journey
- Build password resets, seasonal campaigns, birthday journeys
- Implement lead nurturing, system updates & recommendations

Start building campaigns with Journey Builder







Marketing Cloud Personalisation

We love Marketing Cloud Personalisation, and you know why? Because it is all about the customer, and that's how it should be.

How can we help with Marketing Cloud Personalisation?

Let's personalise every single interaction



- Increase loyalty schemes, campaigns and personalisation - Obtain data via connectors, API or JavaScript integrations - Monitor customer's behaviour, activity, clicks and movement - Connect online interactions with offline ones in the branch - Control the algorithms while you apply and govern rules - Unify your messaging and communications across platforms - Define and track metrics within your business - Algorithmic targeting & experiences using data-driven Al - Uncover the right opportunities and performance metrics - Track behaviour of iOS & Android users



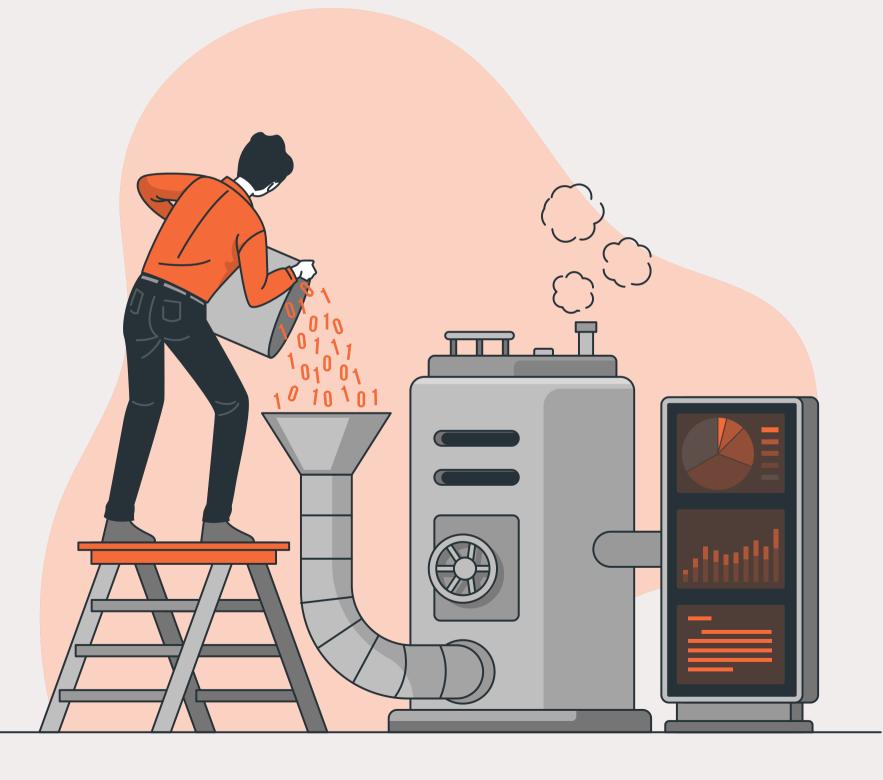
Salesforce CDP

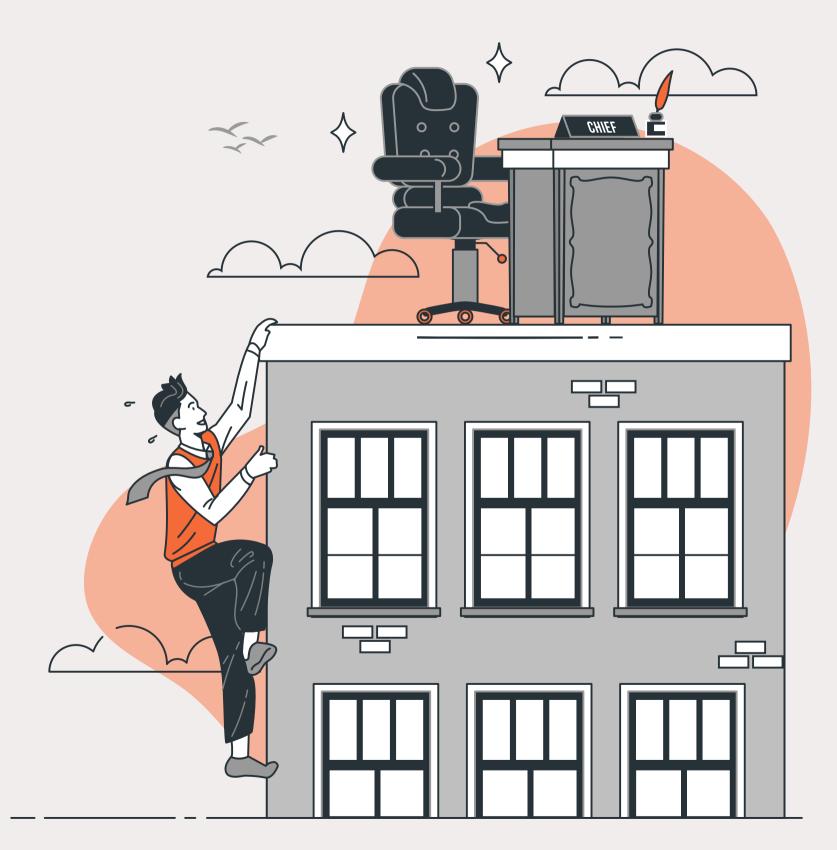
Customer Data Platform

In order to build trusted relationships, companies must engage, personalise and be data-first to match digital-first customers.

How can we help with Marketing Cloud Customer Data Platform?

- Unify all of your data from anywhere for a complete view
- Create profiles via identity, engagement, orders and loyalty
- Match data to your customers individually
- Capture your data and unify it all under one roof together
- Target and understand your audience from sales to service
- Build smarter audience segments from data with drag & drop
- Custom building, testing and optimise all on your command
- Reach customers at every step of their journey
- Make experiences compliant with GDPR & CCPA measures
- Enrich and analyse unified profiles to be smarter with data







Marketing Cloud

Intelligence

By utilising your data in one marketing dashboard, you can help drive ROI, speed and growth across each business.

How can we help with Marketing Cloud Intelligence?

Take charge of customer data exclusively



- Drive ROI and growth with cross-channel analytics - Optimise leads, conversion and your pipeline company growth - Replace manual reporting with rapid solutions for the best ROI - Optimise the value of your content and audiences - Utilise data via social, search, video, web, CRM and email - Control data via Al automation regardless of the format - Immense flexibility with 7000+ marketing tools - Take action on recommendations and keep on track of KPIs - Automate visual guides and natural language descriptions - Turn days of tactical analysis into minutes



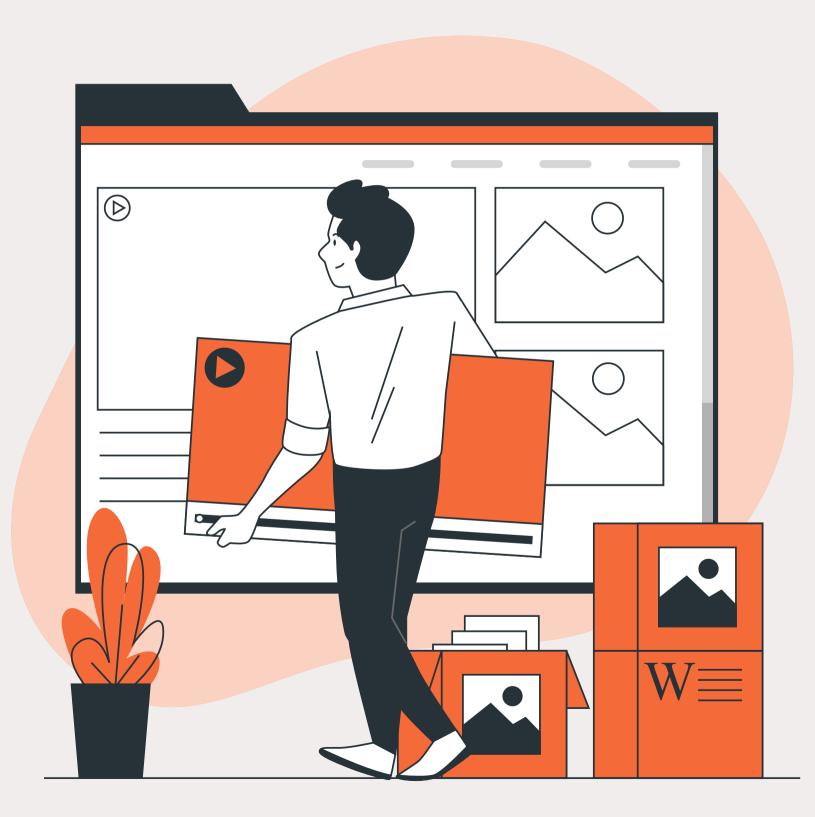
Marketing Cloud

Account Engagement

Create meaningful connections, power up sales and push hard on the pipeline to generate more leads and sales.

How can we help with Marketing Cloud Account Engagement?

- Automatically send emails, triggers, interactions & parameters
- Utilise data to personalise each customer experience
- Respond to key prospects when it really matters
- Build more relevant conversations through in-depth data
- Launch landing pages using beautiful built templates
- Build each campaign professionally on every scale
- Integrate both SEM & SEO programs to determine ROI
- Manage, plan and track every event down to the last detail
- Create and save custom views of your data for prospects
- Check the health of your funnel at every single glance







Marketing Cloud Advertising

Start integrating your digital advertising with CRM data to build personalised customer experiences across all platforms.

How can we help with Marketing Cloud Advertising?

Start advertising directly with critical data



- Use data from SFMC, Sales Cloud and Service cloud to help ads - With no scheduled downtime, your data is always safe - Synchronise customer records from all digital channels - Build audiences on Facebook, Google, Twitter & Instagram - Gain new prospects with high-value customers - Coordinate advertising with an email to reach more audience - Optimise spending by excluding other unwanted segments - Increase ROI from Google AdWords strategy by campaign - Enhance acquisition and nurture strategy with lead scoring - Automatically flow Facebook leads into Salesforce





Reach customers on any device

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By personalising your mobile messaging with SMS marketing, group messaging and push notifications, you can target directly.

How can we help with Salesforce Mobile Studio?

- Engage in the right moment with events, location and proximity
- Build and send highly targeted mobile messages with ease
- Get to know your audience with group messaging
- Market alerts, deals, discounts, app purchases and app usage
- Target customer preferences, behaviours and drive engagement
- Drag and drop tools make it easy to segment mobile subscribers
- Deliver password resets, shipping reminders, alerts and updates
- Schedule your marketing efforts to trigger timely messages
- Monitor performance and understand your engagement
- Unite the physical and digital world with location technology

Start reaching customers' on mobile and SMS —

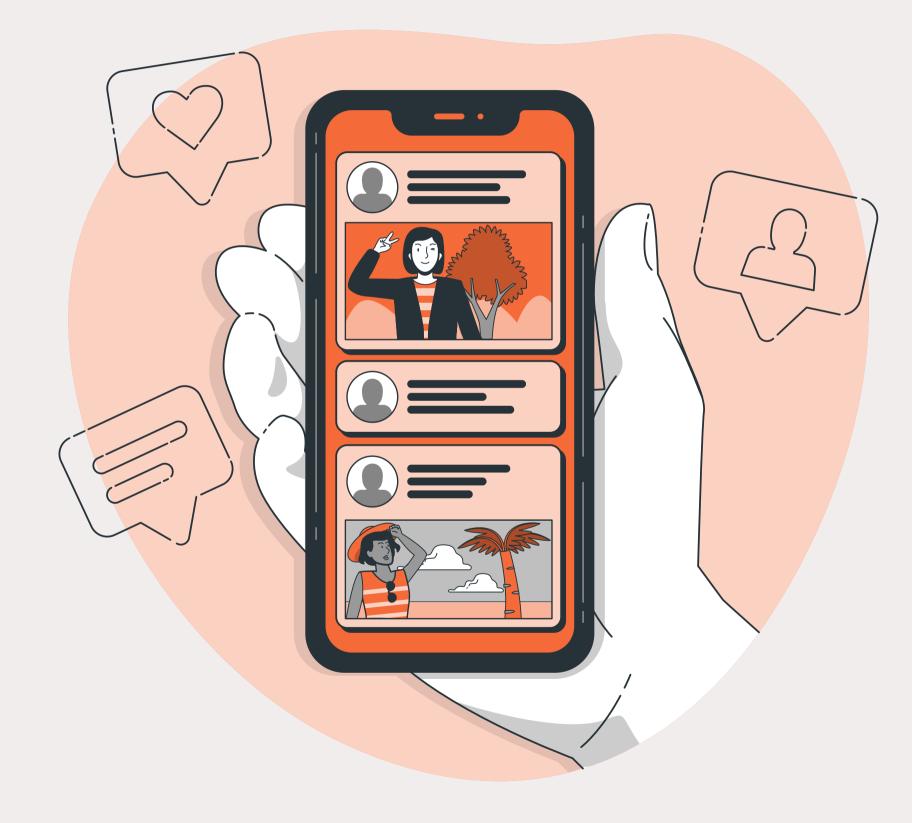






Listen, engage and utilise the power of social media marketing tools to help all your digital platforms unite together.

How can we help with Salesforce Social Studio?





Social Studio

Unite powerful social media

- Gain relevant feedback and data via social marketing campaigns - Track fresh topics and trends from custom dashboards - Listen for engagement, comments and channel traction - Monitor audience discussion using Salesforce machine analysis - Deploy and manage social media on scale across departments - Prioritise posts and understand brand identity for all sectors - Link social posts to CRM platforms and digital channels - Open and monitor interactions based on social media channels - Collaborate on campaigns across all content and channels - Grow your audience and analyse your channel performance



Sales Cloud

Let's grow your sales together

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Grow your sales with ease to bring the best out in every rep while you can win more deals and build customer relationships

How can we help with Salesforce Sales Cloud?

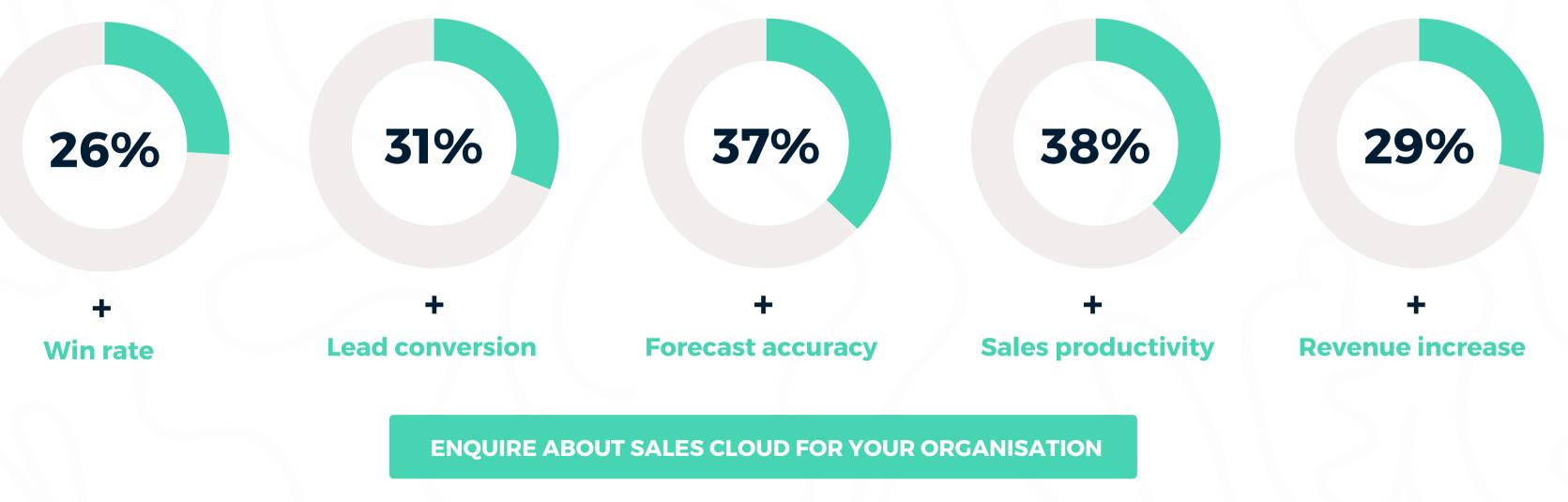
- Increase rep activity, revenue and sales activities
- Adapt to digital for virtual selling, enablement and planning
- Sell more, close deals faster with regular feature releases
- Deliver tailored experiences with in-depth contracts
- Track sales opportunities and rich customer activates
- Drive more impact and sales drive-driven impacts
- Streamline and automate daily sales tasks like emails & alerts
- Increase sales productivity and forecasting within the business
- Align departments such as Sales and Marketing
- Drive-up customer retention for existing customers





Sales Cloud by the numbers

Being the #1 sales app on the planet for sales representatives gives them the power to sell more, faster and wiser. Sales Cloud takes sales automation to the next level with an array of cloud-based tools to provide your customers with the power to finalise more sales and convert more leads. Increase productivity and keep your pipeline filled with leads.



<u>Source</u>







Service Cloud

End-to-end engagement

Every expert all in one place. Provide industry-leading experience and solve issues in a rapid manner, all with Services Cloud.

How can we help with Salesforce Service Cloud?

Provide industry leading customer experiences

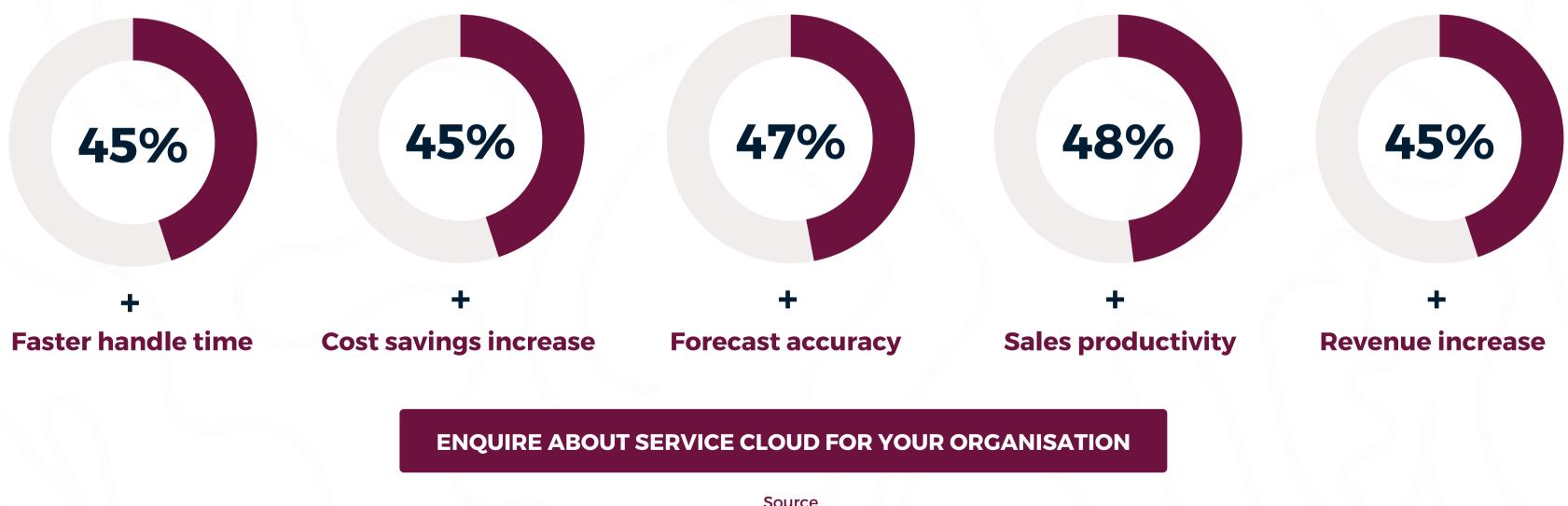


- Support customer interactions on any platform and channel - Automate business processes with intelligent workflows - Call centre management with innovative productivity tools - Drive revenue and upsell easier with the power of AI - Put all your digital customer interactions into one place - Safely complete jobs in the first person or through virtual visits - Access data online and offline with the field service app - Monitor prospects through a pre-built data model - Provide customer support instantly with self-service options - Breakdown into silos and get the inside scoop with customers



Service Cloud by the numbers

The Service Cloud is only the solution that allows customers to embed services at any time in any location. This also applies to any product, app or experience, so you can rely on your fantastic customer service representatives to resolve customer issues remotely across any device and in a rapid, real-time manner to increase customer satisfaction.



<u>Source</u>





Salesforce FSC

Financial Services Cloud

Take care of transactions, banking, lending, insurance and wealth management regarding all essential tasks.

How can we help with Salesforce Financial Services Cloud?

- Provide financial guidance while you access all client data
- Manage compliance and access to secure client profiles
- Sharp, intelligent insights and engagement tools for advice
- Obtain a managed view of opportunities and assets
- Target customers and impress them at the right moment
- Match the needs of insurance users via email, web and social
- Create a flawless banking experience across profiles and data
- Monitor prospects through a pre-built data model
- Obtain dashboard KPIs via customer data
- Digitalise and excel business processes with compliance

Start managing your financial assets today —







MuleSoft

Deliver & integrate vital data

Connect via a unified platform through any system, cloud or not cloud, Salesforce or not Salesforce.

How can we help with MuleSoft Anypoint Platform?

Utilise MuleSoft to its full capabilities



- Free yourself from custom code and maximise business agility - Empower your organisation to innovate quickly and faster - Have the ability to reuse and discover integration assets - Build further upon projects to focus on new business priorities - Extend all core capabilities to partners, customers & developers - Enable the entire ecosystem to create new revenue chances - Focus your ecosystem around customer experiences and APIs - Shorten development cycles using prebuilt assets - Build high-quality APIs using design first methodology - Write code once so you can deploy it anywhere at anytime



One-day FREE audit for an existing Salesforce platform

We are currently offering a one-day FREE audit for an existing Salesforce platform of your choice. Book your audit today with Gravitai.

BOOK YOUR FREE SALESFORCE AUDIT TODAY

*Limited time only

Salesforce & Gravitai | 2022



Let's break it down by industry expertise

Gravitai since 2013, has been working across multiple sectors and organisations. We have operated with a variety of industries among our clients, allowing us to **recover fallen projects** and humanise automation.



Professional Sports Scoring goals with SFMC

Manchester United Football Club is a dedicated client for Gravitai after building a bespoke multi-language preference centre.



We deployed a multi-country, multi-language bespoke custom preference centre built on SFMC ahead of their GDPR implementation deadline. Since they got a taste for success, we now support with retained services.

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Expanding their reach, we have supported with key integrations, deploying full automated journeys, integrating various systems and creating targeted audiences while developing scripted emails to serve timely relevant content.

We are looking for further opportunities regarding sports, including Premier League football clubs.

Enquire about a professional sports client for Salesforce







Gravitai has various automotive clients, both previous and the past, such as Toyota, Listers UK & Jaguar Land Rover.



We built a customer preference page in SFMC for JLRI so our client can manage customer consent effectively. Now having a data flow that is synchronised across various systems allows for a unified view of customer data to maintain data consistency. It has also improved customer experience, so they can now update consent and personal data at all times through a secure pathway.

Drive away with Gravitai and Salesforce Marketing Cloud



Automotive

Pushing SFMC via horsepower



Since the very start, Gravitai has provided dedicated services for the **automotive** industry across the board.





Connecting our customers

Within the rapidly growing Fibre broadband market, Gravitai has taken a firm hold of connecting customers globally.



Lightspeed Broadband, Telcom UK & ZenInternet are all growing strongly with Gravitai & SFMC.

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We implemented SFMC for Lightspeed so they, as a growing entity, can leverage marketing automation and 360-degree chat and communication with their clients utilising several SFMC tools such as Email Studio, Journey Builder, Social Studio & Advertising Studio.

Fibre Broadband / Telecoms is an active industry we are further investing more time and communications into.

Enquire about a Fibre Broadband client with Gravitai







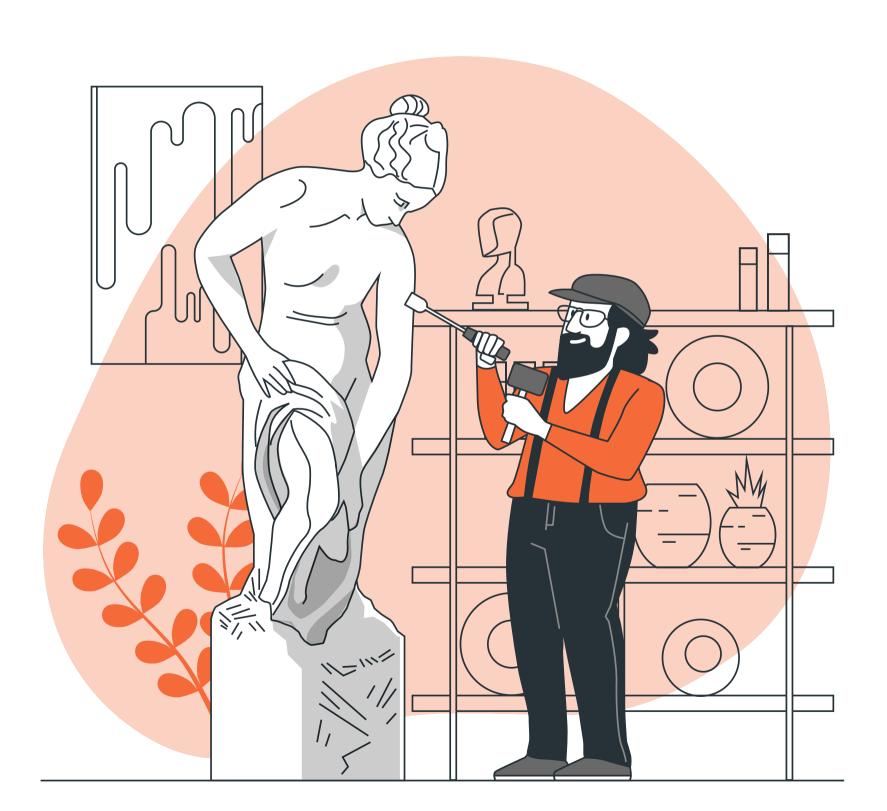


Gravitai has a powerful partnership with Hays Recruitment built on trust and providing expert SFMC knowledge for them directly.



A new org of clients was implemented in Sales Cloud, enabling account managers to manage leads, opportunities, accounts and contacts while focusing on tasks and activities. Based on client activity, Hays account owners could make well-informed business decisions. They wanted a holistic view of all Hays internal CRM systems (OneTouch) in Sales Cloud, covering contact and account activity. This implementation was a game-changer as there are currently 16 instances of OneTouch and Iris to manage.

Focus on recruitment with Gravitai and SFMC





Recruitment

Empowering individuals

We enabled Hays account managers to mentally and strategically manage their clients as part of the Hays 'Return to Growth' initiative.

Energy & Utilities

Powering Salesforce directly

Gravitai has provided support both in Salesforce Marketing Cloud but also Mulesoft for our energy sector clients.



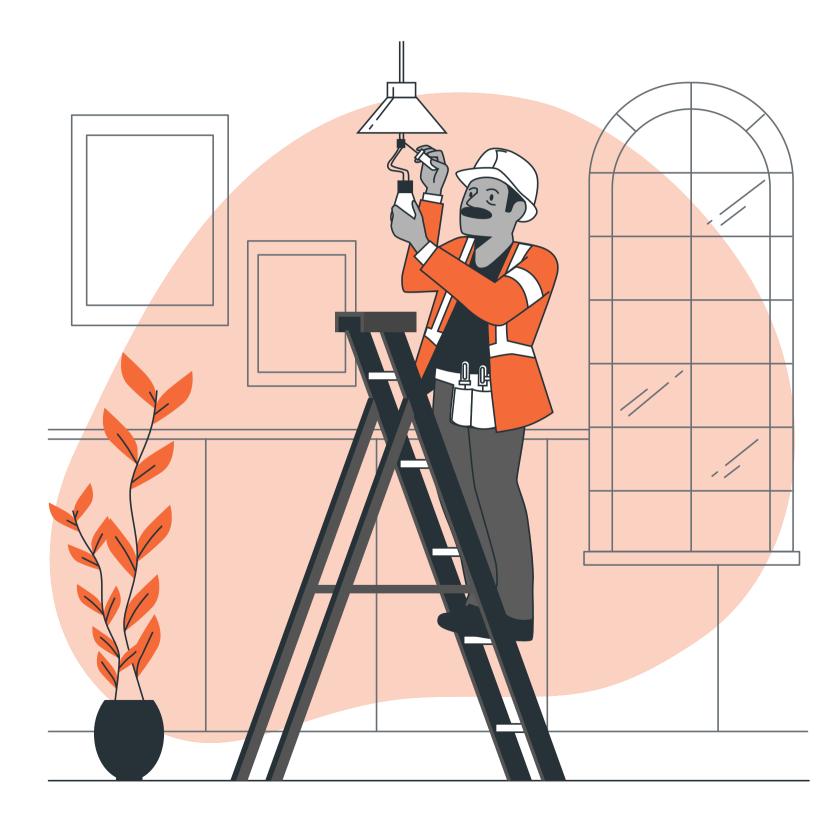
Previously working with Shell and Hive, we are now putting efforts into British Gas Evolve and Mulesoft.

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With British Gas Evolve, we have become a trusted partner through evaluation of their comms strategy, AS-IS setup and inputs to the overarching tech stack. We have penetrated various teams while building up a relationship for extensive future engagements.

As a company that enforces in being ethical and sustainable, we constantly enforce change within the energy sector.

Enquire about an energy or utilities client with Gravitai







International Entities



Gravitai has various international entity clients, both previous and past such as UNHCR, MamaCash & University of Oxford.



Over the past years for UNHCR, we have completed several projects, including a global migration of data, creation of new orgs, monitor and maintenance for CRM syncs, journey builds, ongoing support for data and personalisation, deployment of Sales Cloud for Mexico and ongoing building and validations. We love working with these international organisations globally because it always lets us work and operate for a cause that is important to the world.

Enquire about international organisation with Gravitai



Executing change with SFMC



We have been working with **UNHCR** for seven years now, specialising in SFMC & digital marketing.



Financial Services

Providing security for funds

Gravitai takes immense pride in our financial management clients in providing ground breaking solutions for them individually.

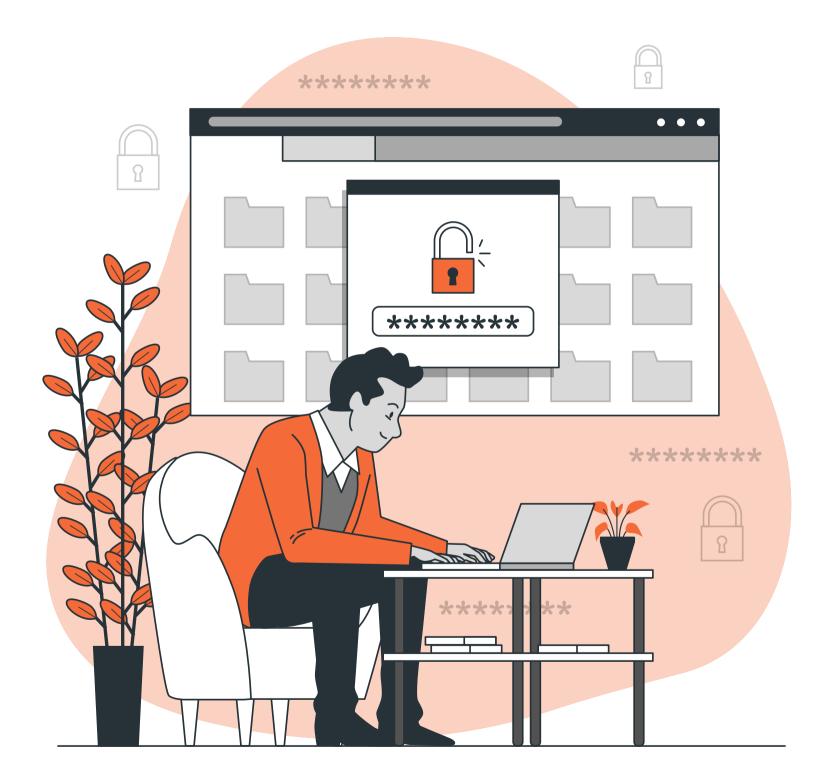


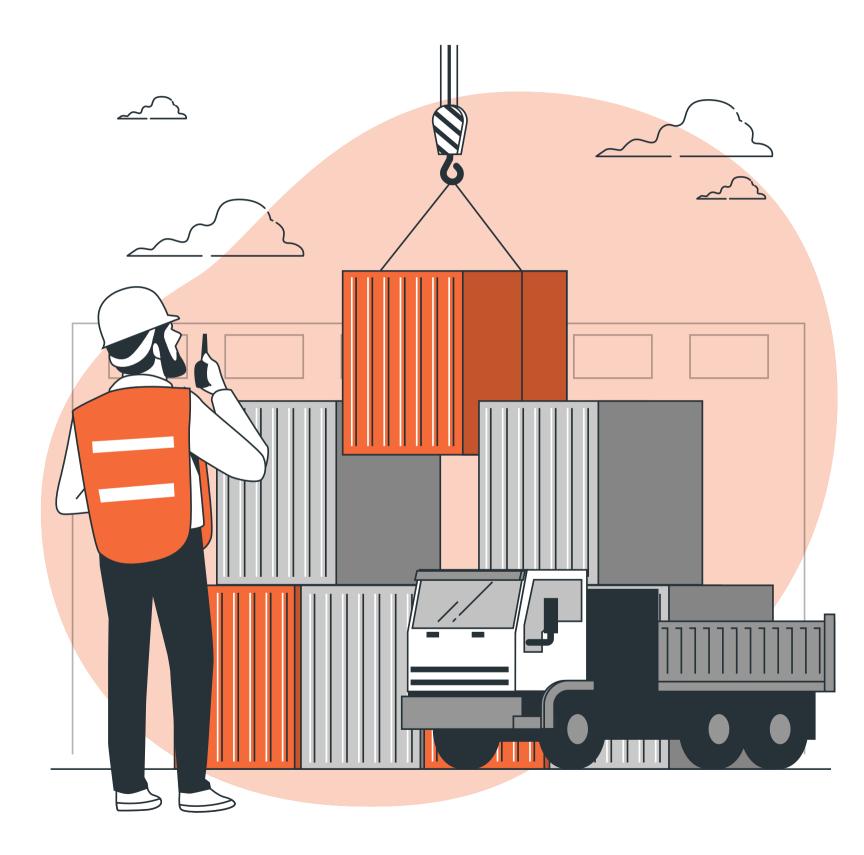
We helped Schroders Personal Wealth and their business to be able to report on all client marketing consents ensuring the best GDRP practices.

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Helping our clients in for their business with the design and implementation of their **Referrals Program** using **Email Studio** and **Journey Builder** was a great success. This allowed the team ensure that their clients are able to successfully refer friends/family to them and get rewarded. The program has helped out client businesses to bring in more clients with their brand building. By capturing marketing consent for all clients, we could ensure that **SPW** were **GDPR compliant**, which helped their clients to be the preferred channel of choice.

Enquire about financial services with Gravitai & SFMC —





Sector Experience

Since the dawn of Gravitai, we have had the excellent chance to work within several industries regarding Salesforce applications.

- Automotive
- Credit Intermed
- Education
- Energy
- Fashion
- Fibre Broadbar
- Financial Service
- Fine Jewellery
- Footwear
- Freight Transpo
- Grounds Mainte
- International Er

Enquire about a specific industry for Salesforce



Providing critical experience

	- Liquor Distribution	- Telecoms
diation	- Luxury Furnishings	- Utilities
	- Luxury Watches	
	- Media Publishing	
	- Media Entertainment	
nd	- Metal Manufacturing	
ces	- Motor Retailer	
	- Newspapers	
	- Online Food Ordering	
ort	- Online Gambling	
enance	- Professional Sports	
ntities	- Solar Energy	



What <u>VALUE</u> do Gravitai provide to our clients and customers?

"It has been a pleasure working with the Gravitai team. Our contracted hours have stretched to suit our needs and then some, which is great as you'd sometimes expect that you'd quickly run out of purchased hours for an SFMC project as well as that being an implementation. Clare has been brilliant; she works at pace, and her approach is thorough. She is super agile, so if we want to pivot at any stage, then we can do so. She adapts and makes it happen. We have been very happy with Gravitai and our partnership.

Katie Hayes - Alamy Ex-Head of Brand & Performance Marketing

William McMahon, Chief Executive Officer (CEO)

"Gravitai is an excellent partner who can work responsively; they were especially good with us being a start-up company having to work fast-paced, making important decisions quickly."

Chief Information Officer

"Gravitai have been a great partner throughout our journey with SFMC, helping us roll-out globally to over 30 countries in less than a year, on budget, and providing specialist resource more recently for development projects integrating new systems and technology.

Brendan O'Donovan - Hays PLC Group Marketing Director



Aaron Butcher - Lightspeed Broadband Limited



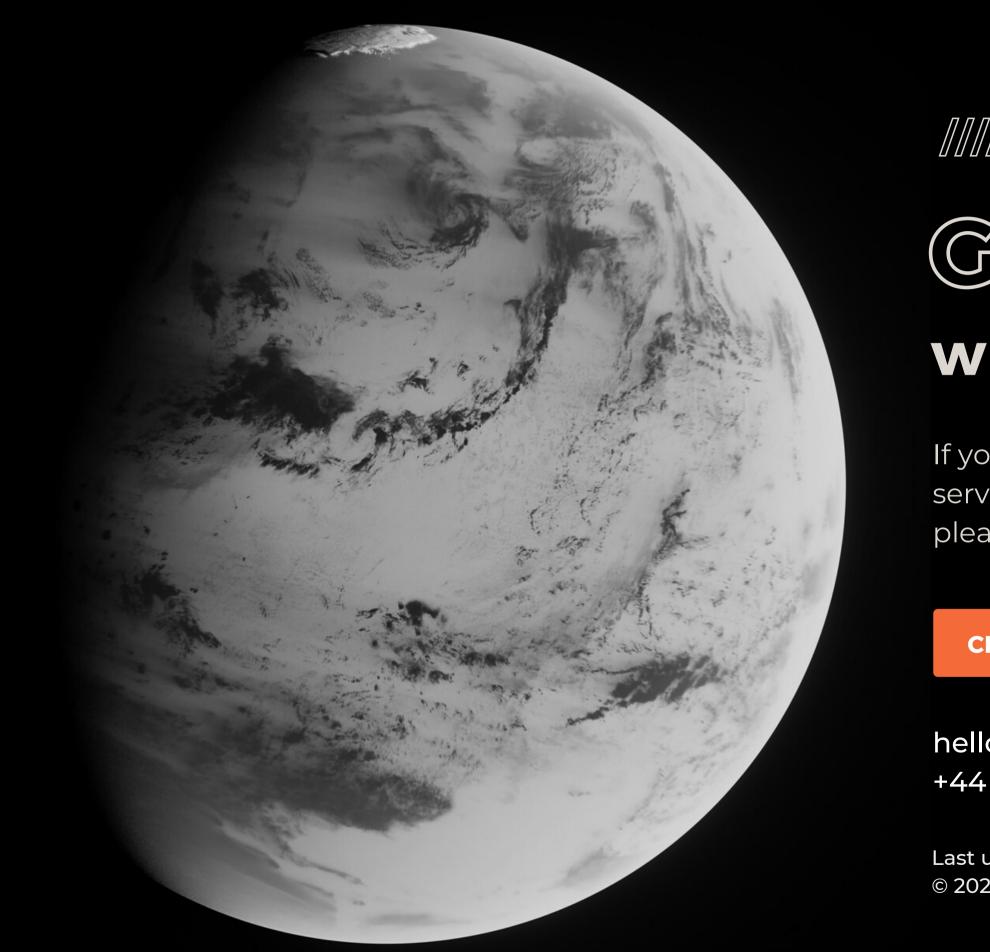
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