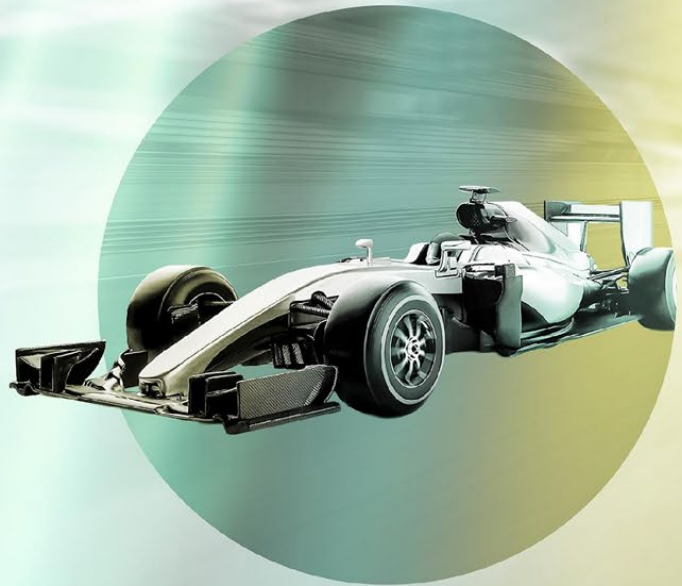


## FASTFORWARD™ FOR SALESFORCE

# Accelerating & Unlocking the Value of Salesforce in Mid-Size Enterprises



## Ready for Takeoff

### WITH DELOITTE DIGITAL

With ready-built and field-tested solutions, Deloitte Digital works with mid-sized enterprises to unlock the full value of their Salesforce investment quickly, and without over-complication.

Deloitte Digital's FastForward™ for Salesforce leverages pre-built assets, business processes, and deep industry experience to help you **move from ambition to outcomes—fast.**

Together, we work with you to realize value from your Salesforce investment more quickly, through our sales, marketing and service solutions, backed by AI, data and analytics.

Trusted by Salesforce to lead their customer zero implementations, we bring the full depth and breadth of Deloitte Digital with a boutique-led approach. We embed with your team, move at your pace and deliver outcomes at scale for your business through a rapid delivery approach.

No over-building. Just what works.

# 01

### START 85% COMPLETE

FastForward™ for Salesforce is a pre-built agentic front-office accelerator designed to **cover 85%** of what organizations typically need for sales, marketing and service with most core and compliance requirements **ready on day one.**

# 02

### FOCUS ON YOUR CUSTOMIZED 15%

Together, we collaborate to dial in the remaining 15% of your solution—keeping customizations intentional and exception-based to **protect speed, cost, and maintainability.**

# 03

### AGILE, ONGOING SUPPORT

After go-live, we can manage continued transformation, to help ensure your **investment remains future-ready** as your business evolves.

## Delivering Streamlined Solutions

### OUR PRE-BUILT ASSETS

Deloitte Digital accelerates Salesforce outcomes for mid-size enterprises through a full portfolio of pre-built assets and business processes designed to compress delivery timelines and reduce overall costs. With this portfolio, created from decades of working with the world's largest brands, Deloitte Digital can provide mid-size enterprises with a **faster, lower complexity path to Salesforce value**—grounded in industry intelligence and built for real-world scale.



#### Industry Accelerators

Industry solutions built on Deloitte's proprietary **Industry Advantage™** blueprint give you sector-specific starting points informed by real use cases and implementations across life sciences, financial services, manufacturing, technology, and more.



#### AI Processes & Capabilities

Our agentic workflows for sales, marketing and service capabilities, AI-led personalization and AI-driven analytics combine with native Salesforce AI capabilities to help **drive efficiency and productivity gain** for your overall implementation.



#### Delivery Accelerators

Delivery accelerators streamline implementation and can **expedite the transformation journey** to reduce time to market and business value realization. Assets include those for coding, quality assurance, backlog creation and DevOps.

# Accelerating Performance at Speed

## BUSINESSES BEST POSITIONED FOR FASTFORWARD™ FOR SALESFORCE



Mid-sized enterprises face the same pressures as larger companies, often with fewer resources. Deloitte Digital's pre-built assets and business processes offer a practical way to close that gap by adopting proven front-office practices without the weight of a full-scale transformation. **Those with the right starting conditions can advance faster and unlock value sooner, including mid-size enterprises who are:**

### ▶ PRIMED FOR GROWTH

Growing businesses in need of a modern, scalable way to strengthen sales and service—without the effort of a traditional transformation.

### ▶ IN A COMPETITIVE MARKET

Organizations working in a competitive landscape who are looking to surpass the competition by offering superior customer engagement capabilities.

### ▶ READY TO AUTOMATE

Groups looking to reduce manual work across the front office so teams can focus more on meaningful customer engagement.

### ▶ COMPLEX OR EVOLVING

Companies managing varied offerings or multi-channel operations that need a front-office platform able to grow and adapt with them.

## An Industry-Tested Track Record

### WHY DELOITTE DIGITAL?

#### TRUST AT THE CORE

We design Salesforce solutions that are **ethical, transparent, and human-centered**. From responsible AI to secure data strategies, trust is built into every interaction, so you stay in control as you scale.

#### OUTCOMES, ENGINEERED FROM DAY ONE

We don't just implement technology, we drive traction. By connecting data, insight, and change enablement across delivery, we work with you to **accelerate time to value**, reduce risk, and create solutions your teams use.

#### GLOBAL STRENGTH WITH LOCAL PRECISION

With certified Salesforce delivery across 40+ countries and over a decade serving mid-sized clients, we deliver global scale with industry depth tailored to your business, your market, and your moment.

#### COLLABORATION THAT FITS

Deloitte Digital embeds with your teams, respects your rhythm, and builds alongside you, so you can grow with clarity and speed without disruption.

### OUR CLIENT IMPACT

#### LIFE SCIENCES



**Manual quoting reduced by 90%, through automation**

We helped a leading genetics company improve operational efficiency and support revenue growth, while reducing compliance risk by transforming its commercial processes—**modernizing quote-to-order** and online order tracking, strengthening pricing and promotions, enabling faster agreement execution, and improving renewals management.

#### TECHNOLOGY



**Unified and optimized front and back-office processes for future growth**

We worked with a technology provider to transform its end-to-end business processes and implement a Lead-to-Cash solution designed to support growth. The new foundation is scalable, agile, and **built to enable future expansion** and acquisitions.

#### MANUFACTURING



**Guided workflows, use of AI and 360° consolidated view, improving sales efficiency**

A dental products manufacturer enhanced inside-sales operations by introducing guided workflows, a high-productivity AI-powered workspace, and native click-to-call capabilities. Teams gained a **unified view of customer history and activity to streamline follow-ups**, while real-time recommendations and improved call visibility supported more consistent sales execution and coaching.

#### FINANCIAL SERVICES



**2,700+ users unified with support from 21+ agents**

A financial institution consolidated CRM data for 2,700+ users, integrating information across 140K companies, 500K contacts, and ~2M interactions to enhance visibility and collaboration. Engagement tools enabled more targeted outreach for 37K institutional clients, while 45+ dashboards **strengthened pipeline reporting and decision-making**.

## Get in touch

### OUR TEAM IS READY



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US Salesforce Practice Leader  
Deloitte Consulting LLP



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