

FASTFORWARD™ FOR SALESFORCE

Salesforce accelerated for mid-size manufacturers



What is FastForward™?

Deloitte Digital's **FastForward™ for Salesforce** is a **pre-built Salesforce solution** helping mid-size manufacturers move from ambition to outcomes rapidly, by combining pre-built assets, industry business processes, and AI-enabled delivery tools.

This solution offers a lower-risk path to help improve commercial visibility, streamline lead-to-order and service workflows and **adopt Salesforce with less disruption** than a heavily customized large-scale transformation—no over-engineering, just what works.

01 | YOUR HEAD START—85% COMPLETE

FastForward™ starts 85% complete, with most **core requirements ready out-of-the-box**, allowing you to focus customization only where it matters most.

Pre-configured assets help reduce design time, limit re-work, and support faster deployment. Assets and capabilities ready on day one include:

- ✓ **Out-of-the-box Salesforce industry capabilities**, Manufacturing Cloud and Agentforce Operations (Regrello)
- ✓ **Pre-configured industry-tailored Deloitte components**
- ✓ **Persona-based user journeys**
- ✓ **Industry use cases**
- ✓ **AI-enabled delivery tools**
- ✓ **Manufacturing capability coverage** across customer intelligence, lead generation, opportunity management, guided selling, forecasting, quote/configuration management, order orchestration, service contracts, warranty/quality, field service, installed base management, spare parts, and analytics

02 | 15% LEFT—YOUR NEEDS, DIALED IN

In tandem, Deloitte Digital's managed services team collaborates with your organization to tailor the remaining 15% of the solution to your needs.

03 | ONGOING MANAGED SUPPORT

After go-live, Deloitte Digital can manage continued growth and transformation, to help ensure your **investment remains future-ready** as your organization evolves.

ACCESSIBLE ACCELERATION

FastForward™ is **designed to address the challenges and pressures faced by mid-sized manufacturing enterprises**, from contending with disconnected workflows and competing with large, resource-rich competitors, to supply chain volatility and fulfillment complexity. This solution helps to enable you to:

IMPROVE MARGINS AND SCALE EFFICIENTLY

Improve sales effectiveness and **identify recurring revenue opportunities** with pre-configured manufacturing-specific capabilities ready to deploy on day one. Standardized workflows can minimize the ongoing maintenance burden on lean teams, helping to **reduce costs and protecting valuable margin**.

CENTRALIZE PROCESSES AND IMPROVE VISIBILITY

Unify processes from across the customer lifecycle to a **singular, streamlined platform**. FastForward™ improves process visibility, expedites decision-making and decreases manual work and re-work to **fortify your customer experience**. The ready-built solution replaces siloed workflows with unified commercial clarity to help enable teams to operate with maximum efficiency and accuracy.

MANAGE VOLATILITY AND RESPOND WITH CONFIDENCE

Neutralize external supply chain shocks and fulfillment disruptions by **synchronizing demand signals with your production realities**. FastForward™ bridges important gaps across forecasting, sales agreements, order management and more to help give teams operational clarity—standardizing processes across functions to accelerate quoting, protect delivery commitments and optimize resources allocation.

ACCELERATE YOUR PATH TO VALUE

Gain access to a specialized, industry-grounded Salesforce solution, pre-configured to accelerate your deployment. FastForward™ **delivers rapid business outcomes without heavy customization or enterprise-level overhead**. The solution offers a practical framework, lowering your total cost of ownership while still enabling targeted tailoring for your specific needs. Unlock an accessible, high-value transformation path engineered to help you grow, not slow you down.



Build from experience, trust and results

FastForward™ for Salesforce offers a way for mid-size manufacturers to unlock the benefits of Salesforce Manufacturing Cloud quickly, and with minimal disruption—a solution grounded in Deloitte Digital's extensive experience delivering digital transformation projects at scale for mid-size and enterprise-level organizations in the industry.

FASTFORWARD™ BENEFITS AND FEATURES — AT A GLANCE



Increased speed-to-value



Reduced complexity and technical debt



Reduced implementation risk and re-work



Lower total cost of ownership



Stronger business and IT alignment



Faster user adoption through best-practice flows

SUCCESS WITH MID-SIZE MANUFACTURERS

A leading North American home-services organization partnered with a global systems integrator to modernize its customer experience, **replacing a brittle legacy platform that had been in place for over 15 years** with a scalable, multi-cloud CRM transformation spanning Sales, Service, Marketing, and Data platforms.



Unified inbound and outbound voice, text, and chat into a single agent console, **delivering a 360-degree customer view** across marketing, sales, and post-installation service while reducing manual work and technical debt



Modernized call-center operations, improved agent efficiency and customer responsiveness, **enabled data-driven personalization at scale**



Supported business growth across company-owned and affiliate locations—contributing **to \$4.8M in annual contract value (ACV) influenced in a single fiscal year**

Experience FastForward™

THE TEAM IS READY



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