

Salesforce Ecosystem Partners

**Multicloud Implementation and Integration
Services for Large Enterprises**

A research report comparing service provider strengths,
challenges, and competitive differentiators

Customized report courtesy of:

 **CUSTOMERTIMES**

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Continuous growth of Salesforce and shift to Salesforce industry clouds drive demand for implementation services.

Since its founding in 1999, Salesforce has shown impressive growth and is now one of the leading providers of cloud-based application systems in the form of Software as a Service (SaaS). Its revenue growth rates have been between 24 to 29 percent in the past five years. Although the company has now reached a level where it becomes challenging to maintain this growth, Salesforce is likely to continue at the same pace in the years ahead. In the post-pandemic era, the environment has become increasingly favorable for additional investments in digital transformation of most core processes within enterprises. Salesforce is likely to benefit from this global trend.

The expected high growth rates will aggravate the limited availability of qualified resources with Salesforce expertise, which has already

been a key limiting factor for the number of implementations in the past. Specifically, in the U.S., this trend led to significant consolidation pressure in the market for corresponding services, with large system integrators trying to expand their resource base by taking over other providers. Interestingly, Salesforce sped up this trend as it started to expand its own capacities for implementation services. Salesforce has acquired two large providers of implementation services, Acumen and Traction on Demand, in the past two years, and this has significantly contributed to the scope and the size of its own implementation offerings. It remains to be seen if this trend will continue and Salesforce will grow into a strong position in the market for implementations, or if these capacities will be primarily used for strategic developments conducted jointly with clients.

Another trend worth mentioning is of Salesforce has signed several partnering agreements for joint implementations with other service providers. This move offers additional opportunities to these providers,

Salesforce made a strategic shift to industry clouds



but also runs the risk of growing dependence on Salesforce. However, it is not possible to conclusively assess how sustainable the expansion of Salesforce's own development capacities will be because, as a software business, it requires significant investments and usually has lower margins.

In addition to these strategic business initiatives, which ultimately do not generate any additional capacities in the market, many providers are focusing on reskilling and hiring qualified resources. This has become a critical success factor in the market for Salesforce implementation services. While some companies hire and train young talents to become Salesforce consultants through suitable qualification measures, others requalify experienced consultants from different areas to become Salesforce experts. Large system integrators follow this path due to the limited opportunities for additional growth by acquisitions. In its partnerships, Salesforce itself promotes companies that contribute significantly to additional implementation capacities.

Salesforce's recent verticalization strategy has significantly changed the current market environment. This trend had started a few years ago with the introduction of industry-specific products such as the Financial Services Cloud and the Health Cloud. A key indicator of the potential shift of focus to industry clouds was Salesforce's 2020 acquisition of Vlocity, which was an ISV of various industry-specific products based on the Salesforce platform. Following the acquisition, Vlocity's capabilities contributed to Salesforce's industry-specific products. Today, Salesforce offers several industry-specific clouds, all built on the Customer 360 platform, such as the Manufacturing Cloud, the Consumer Goods Cloud and the Media Cloud. It remains to be seen whether this move will be widely accepted by clients since it comes with additional licensing needs and related costs. Right now, it is too early to assess the success of this strategy shift.

Regarding the implementation methods used, the hybrid agile model remains the most common approach for globally operating customers. For these enterprises, integrating

Salesforce into a complex system landscape with global operations is a mandatory requirement. The hybrid agile model is a combination of agile elements for the implementation phases with phase-oriented elements related to strategy, design, and rollout. Most providers now offer this type of methodology in their portfolios. The pure agile methodology is still suitable for an isolated implementation of Salesforce; it is primarily used by mid-sized customers that do not require a global rollout and have limited integration requirements.

When it comes to integrating Salesforce with other applications, the MuleSoft platform continues to be the dominant tool. Comprehensive competence regarding this platform is now an essential requirement for providers to survive in the market. Large system integrators usually operate a dedicated MuleSoft practice of considerable size that bundles corresponding capacities.

An important factor that Salesforce clients sometimes underestimate is the high degree of standardization that goes along with the use of

a SaaS product like Salesforce. In many cases, clients learn that the standard functionalities and the available options to configure the solution do not cover their specific requirements. Since the SaaS platform cannot be subject to changes by the clients, there is a need for additional products that cover these requirements. There are many ISVs that offer additional solutions on the Salesforce platform. These solutions are typically offered as independent products, licensed separately and made available through a Salesforce-powered portal called the AppExchange Store. Salesforce ensures that the individual apps meet the basic software quality requirements, including for troubleshooting, maintenance cycles and compatibility with Salesforce products, among others.

Therefore, for all service providers, whether they are systems integrators or boutique vendors, a strong network of ISV partnerships within the Salesforce ecosystem remains of great importance. This applies not only to the implementation but also to the subsequent continuous support of ongoing operations.



Executive Summary

In this year's study, the definition of most quadrants remained unchanged. Only the following two changes have been applied:

- The quadrant for Implementation Services for Analytics Solutions on Salesforce was replaced by the Implementation Services for Industry Clouds quadrant, recognizing the strategic shift of Salesforce mentioned above.
- The quadrant for Implementation Services for the Marketing Cloud Midmarket is renamed to Implementation Services for Marketing Automation Midmarket to better reflect the high degree of automation requirements that are in most cases characteristic to implementations in marketing.

The results by quadrant can be summarized as follows:

In the Multicloud Implementation and Integration for Large Enterprises segment, the support of global rollouts and the coverage of complex integration requirements are the key success factors for providers to achieve

a leading position. Accenture, Capgemini, Cognizant, Customertimes, Deloitte Digital, HCLTech, IBM, Infosys, TCS and Wipro qualified as Leaders this year. As a Rising Star, LTIMindtree has the prospect of qualifying as a leading provider in the future.

In the Implementation Services for Core Clouds Midmarket segment, the early phases of development, including strategy development, design and planning of a roadmap have become increasingly important skills for providers' success in this area. Birlasoft, Coastal Cloud, Hexaware, Perficient, Persistent Systems and Silverline qualified as Leaders this year. As Rising Stars, Brillio and Coforge have the prospect of qualifying as leading providers if they continue to grow.

In the Implementation Services for Marketing Automation Midmarket segment, which was renamed and remains unchanged in terms of content, the following providers have qualified for a leading position this year: Coastal Cloud; Dentsu; Perficient; Persistent Systems; Silverline and Slalom.

In the comparatively young Implementation Services for Industry Clouds segment, expertise and availability of predefined solutions and accelerators are important success factors for service providers to achieve a leading position. The companies that qualified as Leaders this year are Accenture, Capgemini, Coastal Cloud, Cognizant, HCLTech, IBM, Infosys, Perficient, Persistent Systems, TCS, and Wipro. As Rising Stars, LTIMindtree and Tech Mahindra have the prospect of becoming Leaders in the future.

The market segment for Managed Application Services for Large Enterprises, like the corresponding segment for implementations, is largely dominated by large and global system integrators. Several other players occupy significant sub-areas, but Accenture, Capgemini, Cognizant, HCLTech, Infosys, LTIMindtree, TCS, Tech Mahindra and Wipro were able to qualify as Leaders in this space.

Although they have favorable cost structures due to their global supplier models, the large system integrators do not have a significant role in the Managed Application Services for Midmarket quadrant. This is mainly because the market has less complex requirements and the companies mentioned above do not prioritize this market. The companies that qualified as Leaders for this segment include Birlasoft, Brillio, Hexaware, Perficient, Persistent Systems and Silverline.

Here are some concluding general remarks about leading providers in this study:

- The leading providers analyzed in all quadrants closely collaborate with multiple stakeholders to ensure solutions are targeted at the continuously changing market needs.




Executive Summary

- Leading providers focus on using Salesforce as a platform for continuous innovation, broad integration across different applications, and end-to-end application lifecycle management.
- These providers combine technological innovation with domain and process expertise.
- Leading providers are willing to fund innovation, enter into co-development agreements and engage in outcome-based pricing models.


Continuous growth drives the demand for additional implementation capacities.



 Provider Positioning


	Multicloud Implementation and Integration Services for Large Enterprises	Implementation Services for Core Clouds Midmarket	Implementation Services for Marketing Automation Midmarket	Managed Application Services for Large Enterprises	Managed Application Services for Midmarket	Implementation Services for Industry Clouds
Accenture	Leader	Not In	Not In	Leader	Not In	Leader
AllCloud	Not In	Product Challenger	Product Challenger	Not In	Contender	Market Challenger
Atos	Product Challenger	Not In	Not In	Product Challenger	Not In	Contender
Birlasoft	Not In	Leader	Not In	Not In	Leader	Contender
Brillio	Not In	Rising Star ★	Product Challenger	Not In	Leader	Not In
Capgemini	Leader	Not In	Not In	Leader	Not In	Product Challenger
CGI	Contender	Not In	Not In	Contender	Not In	Not In
Coastal Cloud	Not In	Leader	Leader	Not In	Not In	Leader
Coforge	Not In	Rising Star ★	Not In	Not In	Product Challenger	Product Challenger



 Provider Positioning


	Multicloud Implementation and Integration Services for Large Enterprises	Implementation Services for Core Clouds Midmarket	Implementation Services for Marketing Automation Midmarket	Managed Application Services for Large Enterprises	Managed Application Services for Midmarket	Implementation Services for Industry Clouds
Cognizant	Leader	Not In	Not In	Leader	Not In	Leader
Customertimes	Leader	Not In	Not In	Product Challenger	Not In	Product Challenger
Deloitte Digital	Leader	Not In	Not In	Market Challenger	Not In	Leader
Dentsu	Not In	Not In	Leader	Not In	Not In	Not In
EPAM	Contender	Not In	Not In	Contender	Not In	Not In
Fujitsu	Contender	Not In	Not In	Contender	Not In	Not In
Grazitti Interactive	Not In	Product Challenger	Not In	Not In	Product Challenger	Contender
HCLTech	Leader	Not In	Not In	Leader	Not In	Leader
Hexaware	Not In	Leader	Product Challenger	Not In	Leader	Product Challenger



 Provider Positioning


	Multicloud Implementation and Integration Services for Large Enterprises	Implementation Services for Core Clouds Midmarket	Implementation Services for Marketing Automation Midmarket	Managed Application Services for Large Enterprises	Managed Application Services for Midmarket	Implementation Services for Industry Clouds
Huron	Not In	Market Challenger	Market Challenger	Not In	Market Challenger	Not In
IBM	Leader	Not In	Not In	Market Challenger	Not In	Leader
Infosys	Leader	Not In	Not In	Leader	Not In	Leader
Jade Global	Not In	Product Challenger	Product Challenger	Not In	Product Challenger	Product Challenger
KPMG	Market Challenger	Not In	Not In	Not In	Not In	Not In
LTIMindtree	Rising Star ★	Not In	Not In	Leader	Not In	Rising Star ★
Marlabs	Not In	Product Challenger	Product Challenger	Not In	Product Challenger	Contender
Mastek	Not In	Product Challenger	Not In	Not In	Product Challenger	Product Challenger
Mphasis	Contender	Not In	Not In	Product Challenger	Not In	Not In



 Provider Positioning

	Multicloud Implementation and Integration Services for Large Enterprises	Implementation Services for Core Clouds Midmarket	Implementation Services for Marketing Automation Midmarket	Managed Application Services for Large Enterprises	Managed Application Services for Midmarket	Implementation Services for Industry Clouds
NTT DATA	Product Challenger	Not In	Not In	Product Challenger	Not In	Not In
OSF Digital	Product Challenger	Not In	Not In	Not In	Not In	Not In
Perficient	Not In	Leader	Leader	Not In	Leader	Leader
Persistent Systems	Not In	Leader	Leader	Not In	Leader	Leader
PwC	Market Challenger	Not In	Not In	Market Challenger	Not In	Market Challenger
Reply	Not In	Product Challenger	Product Challenger	Not In	Not In	Not In
Silverline	Not In	Leader	Leader	Not In	Leader	Product Challenger
Slalom	Product Challenger	Not In	Leader	Product Challenger	Not In	Not In
Tavant	Not In	Contender	Contender	Not In	Product Challenger	Not In



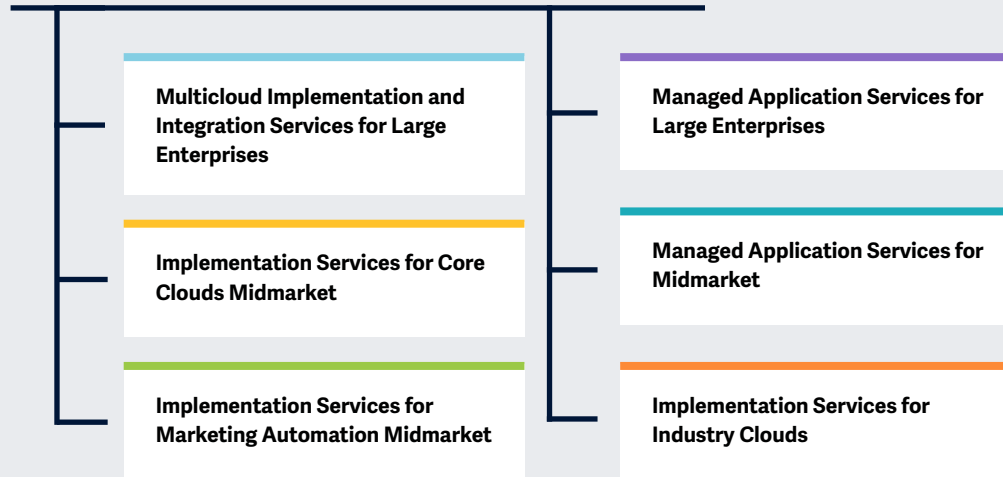
 Provider Positioning

	Multicloud Implementation and Integration Services for Large Enterprises	Implementation Services for Core Clouds Midmarket	Implementation Services for Marketing Automation Midmarket	Managed Application Services for Large Enterprises	Managed Application Services for Midmarket	Implementation Services for Industry Clouds
TCS	Leader	Not In	Not In	Leader	Not In	Leader
Tech Mahindra	Product Challenger	Not In	Not In	Leader	Not In	Rising Star ★
UST	Product Challenger	Not In	Not In	Product Challenger	Not In	Not In
Valtech	Not In	Product Challenger	Product Challenger	Not In	Product Challenger	Not In
Visionet	Not In	Contender	Product Challenger	Not In	Product Challenger	Contender
Wipro	Leader	Not In	Not In	Leader	Not In	Leader
Zennify	Not In	Product Challenger	Product Challenger	Not In	Product Challenger	Product Challenger
Zensar Technologies	Not In	Contender	Market Challenger	Not In	Product Challenger	Not In



This study focuses on the important aspects for the **Salesforce Ecosystem** in 2023.

Simplified Illustration Source: ISG 2023



Definition

The ISG Provider Lens™ Salesforce Ecosystem Partners 2023 study offers the following to business and IT decision-makers:

- Transparency on the strengths and weaknesses of relevant service providers
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness
- Focus on different markets, including the U.S., U.K. France, Germany Brazil

Our study serves as an important decision-making basis for positioning, key relationships, and go-to-market (GTM) considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.



Scope of the Report

In this ISG Provider Lens™ quadrant study, ISG covers the following six quadrants: Multicloud Implementation and Integration Services for Large Enterprises; Implementation Services for Core Clouds Midmarket; Implementation Services for Marketing Automation Midmarket; Implementation Services for Industry Clouds; Managed Application Services for Large Enterprises and Managed Application Services for Midmarket.

This ISG Provider Lens™ study offers IT-decision makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments
- Focus on regional market

Our study serves as the basis for important decision-making in terms of positioning, key relationships and GTM considerations. ISG advisors and enterprise clients also use

information from these reports to evaluate their existing vendor relationships and potential engagements.

Provider Classifications

The provider position reflects the suitability of service providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the IT service requirements from enterprise customers differ and the spectrum of IT providers operating in the local market is sufficiently wide, a further differentiation of the IT providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions service providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between US\$20 million and US\$999 million with central headquarters in the respective country, usually privately owned.
- **Large Enterprises:** Multinational companies with more than 5,000 employees or revenue above US\$1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product and Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

Number of providers in each quadrant: ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).





Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/ services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.





Multicloud Implementation and Integration Services for Large Enterprises

Multicloud Implementation and Integration Services for Large Enterprises

Who Should Read This Section

This report is relevant to large enterprises across all industries in the U.S. and evaluates Salesforce multicloud implementation and integration service providers. In this quadrant report, ISG defines the current market positioning of these providers in the U.S. and how they address the key challenges enterprises face in the country. Over the years, Salesforce has enhanced its product approach beyond customer relationship management (CRM) and its related applications, development, integration, and reporting.

Enterprises seek Salesforce solutions for the implementation and integration-related concerns where service providers offer comprehensive consulting, package evaluation, roadmap, implementation and systems integration on Salesforce and eco-system products like Sales Cloud, Service Cloud, Marketing Cloud, Einstein Analytics, MuleSoft, Tableau Enterprise CRM and CPQ.

Large enterprises are seeking digital transformation of their organizations. Service providers offer services that leverage industry and cloud consulting frameworks, industry-specific assets and accelerators, and tech-enabled methodology to deliver a holistic approach across strategy, design, implementation, change management and integration. ISG has observed that large enterprises usually operate their business in multiple regions and prefer providers that have strong integration capabilities and are operating on a global scale.



IT and technology leaders should read this report to understand providers' relative positioning and capabilities and how they can help effective adoption of services from Salesforce clouds, along with integration and analytics solutions. The report also explains how the technical capabilities of service providers are compared in the market.



Security and data professionals should read this report to understand how providers comply with the security and data protection laws in the U.K. for their Salesforce implementation and integration practices and how they can be compared with one another.



Marketing and sales leaders should read this report to understand the relative positioning and capabilities of service providers that can help them effectively implement Salesforce Marketing Cloud, Salesforce Sales Cloud, Heroku and other offerings, with the necessary integration into related systems and analysis solutions.

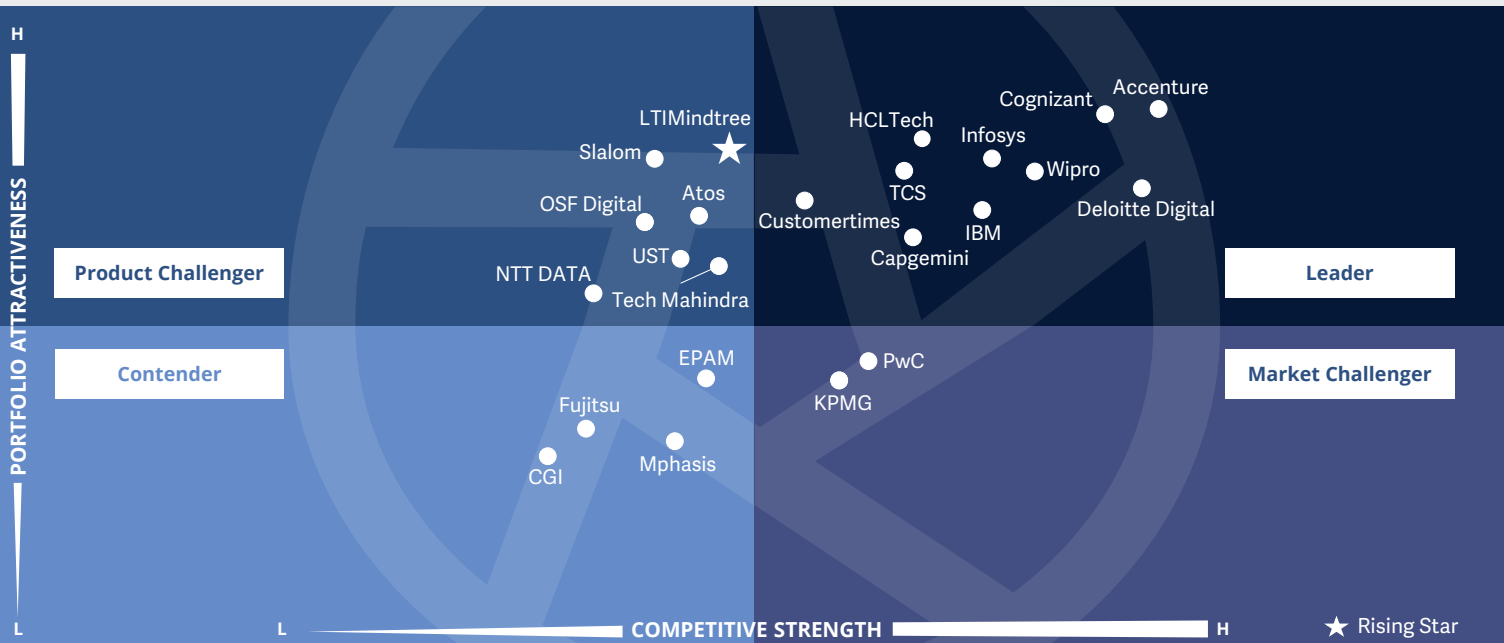


Field service managers should read this report to understand how service providers can help implement and expand the use of Salesforce Service Cloud to manage field service operations better.



Salesforce Ecosystem Partners
Multicloud Implementation and Integration Services for Large Enterprises

U.S. 2023



This quadrant includes providers of **implementation services for Salesforce applications** and the **integration of these applications** with other major standard software solutions focused on large and globally operating enterprise clients.

Rainer Suletzki



Multicloud Implementation and Integration Services for Large Enterprises

Definition

This quadrant includes providers of implementation services for Salesforce applications as well as the integration of these applications with other major standard software solutions that are usually part of the complex system landscape of large and globally operating enterprise clients. The scope takes into consideration that these clients in most cases use various cloud products of the Salesforce portfolio. In many cases the implementation is conducted according to a long-term program with multiple rollouts in various divisions of the client organization and/or regions. From the functional perspective the implementation services include process consulting, design, configuration, data cleansing and migration and finally the go-live support.

Eligibility Criteria

1. Strong **implementation capabilities** (consulting, configuration, data migration and go-live) across all Salesforce products
2. Deep **knowledge about the major standard software packages** other than Salesforce in combination with the ability to implement end-to-end processes
3. Broad competencies in architecture and realization of **complex application landscapes**
4. Availability of **predefined solutions and accelerators**, preferably both functionally oriented and industry specific
5. Delivery capabilities **at scale** to serve large enterprise clients
6. Compelling list of **use cases and references**



Multicloud Implementation and Integration Services for Large Enterprises

Observations

The Salesforce implementation and integration services market has witnessed continued growth in recent years. Meanwhile, the availability of qualified resources with Salesforce expertise remains a limiting factor for the number of implementations. This has caused consolidation pressure in the market for corresponding services, with the leading system integrators trying to expand their resource base by taking over mid-sized providers with a strong portfolio and notable resource base. Although this does not generate additional capacities, this process is likely to continue. In many cases, providers focus on multicloud implementations, combined with using Salesforce as an enterprise platform for innovation.

From more than 90 companies assessed for this study, 23 have qualified for this quadrant with 10 being Leaders and one being a Rising Star:

accenture

Accenture exhibits impressive scale and offers a comprehensive library of predefined solutions. Integration requirements are well covered by its comprehensive MuleSoft capabilities. The company operates a powerful global delivery model and exhibits continuous growth in North America.

Capgemini

Capgemini has a strong workforce and operates a global delivery model, which is a strong asset for transformations based on Salesforce. Powerful, predefined solutions prove its deep domain expertise in various industries. Capgemini has strong capabilities for the integration within sophisticated application landscapes.

cognizant

Cognizant has demonstrated significant growth in the Salesforce implementation services market as compared to its peers. Its portfolio includes a complete library of best practices, core processes and underlying technologies for each function within the client organization.

CUSTOMERTIMES

Strong focus on achieving business value is a key characteristic in the implementations conducted by **Customertimes**. The provider has deep domain expertise in six key industries and has the unique capability to provide full mobile solutions covering all Salesforce objects, including full offline capability.

Deloitte Digital

Deloitte Digital has organized its Salesforce portfolio around integrating and aligning business processes with technology. Deloitte Digital runs a dedicated organizational unit that develops predefined solutions across multiple industries. In its transformation projects, Deloitte reckons human-experience aspects for application users.

HCLTech

HCLTech offers comprehensive migration solutions for various client situations. The company has made significant investments in its Salesforce-related workforce and offers a comprehensive suite of accelerators and productivity tools. HCLTech maintains a large partner network with leading technology providers to offer competent solutions in the context of Salesforce applications.

IBM

The **IBM** portfolio includes many functional accelerators that support fast and efficient implementation of Salesforce-based applications. The company exhibits a true global presence with significant numbers of Salesforce consultants in several countries. IBM is a global strategic partner of Salesforce with notable presence in various Partner Advisory Boards.



Multicloud Implementation and Integration Services for Large Enterprises



Infosys has a strong record on legacy to Salesforce migration, helping clients achieve application rationalization alongside modernization of various platforms. The company covers a wide range of functionalities with its large solution repository and operates a large MuleSoft practice that offers powerful integration capabilities.



TCS offers a range of substantial modular solutions and drives the development of innovations based on Salesforce, in cooperation with clients. It has built significant capabilities that facilitate innovations together with its clients.



Wipro has shown significant growth in scope and scale over the recent years, with a specific focus on strengthening its capabilities for onshore delivery. With a strong portfolio comprising solutions for different verticals, Wipro undertakes a transformation approach that includes data engineering and data lifecycle management methodologies.



Following the merger of the previous L&T companies LTI and Mindtree, the combined Salesforce practice of **LTIMindtree** has garnered remarkable capabilities in scope and scale, making it a Rising Star. Its portfolio includes numerous function-specific and industry-specific accelerators that support efficient project execution.





“Customertimes is an excellent partner for Salesforce solutions, with strong focus on business value.”

Rainer Suletzki

Customertimes

Overview

Customertimes is a global provider of Salesforce implementation services, ISV product development and consulting, implementation, and outsourcing. Headquartered in New York, it has multiple offices in the U.S., Canada and Europe. The company supports all stages of implementation, including optimizing existing implementations. It primarily targets large enterprise customers.

Strengths

High attention to generating business value: In its implementation projects, Customertimes recommends a thorough value assessment to develop a clear strategy and an appropriate roadmap. For this value assessment, the company offers a sophisticated methodology that is oriented primarily toward optimizing business processes and an appropriate project organization, instead of pure technology consulting.

Mobile enablement: Customertimes can provide full mobile solutions covering all Salesforce objects, including full offline capability. The accelerators offered by Customertimes are also, to a large extent, oriented toward mobile use of Salesforce.

Wide integration capabilities:

Customertimes has deep expertise in integrating Salesforce into a complex system landscape, usually based on the MuleSoft integration platform. Integration with SAP on the backend is a key focus area in the Customertimes portfolio.

Caution

Customertimes should further improve its industry-oriented offerings to better align with the most recent shift of Salesforce to focus on industry clouds.

Based on a rather strong position in the U.S., Customertimes is expanding its presence in other regions. This should be continued to better meet the needs of globally active enterprises.





Appendix

The ISG Provider Lens™ 2023 – Salesforce Ecosystem Partners analyzes the relevant software vendors/service providers in the U.S. market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of January 2023, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars (\$US) unless noted.

The study was divided into the following steps:

1. Definition of Salesforce Ecosystem Partners market
2. Use of questionnaire-based surveys of service providers/vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities & use cases
4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)
5. Use of Star of Excellence CX-Data
6. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
7. Use of the following key evaluation criteria:
 - * Strategy & vision
 - * Tech Innovation
 - * Brand awareness and presence in the market
 - * Sales and partner landscape
 - * Breadth and depth of portfolio of services offered
 - * CX and Recommendation



Author & Editor Biographies



Lead Author

Rainer Suletzki
Lead Analyst

Rainer Suletzki brings more than 30 years of experience in various IT management functions within a global German life science corporation. His main areas of expertise comprise IT application management, IT architecture, data modelling as well as IT sourcing strategy and execution. Currently he acts as independent consultant in various projects at ISG with focus upon application management for

SAP, specifically for SAP HANA, and for Salesforce. This includes ISG Provider Lens™ studies and various projects supporting companies in defining IT strategies and the corresponding sourcing decisions.



Lead Author

Puranjeet Kumar
Senior Research Analyst

Puranjeet Kumar is a senior research analyst at ISG and is responsible for supporting and co-authoring Provider Lens™ studies on Next-Gen ADM Solutions & Services and Salesforce Ecosystem. He supports the lead analysts in the research process and authors the global summary report. Puranjeet also develops content from an enterprise perspective and collaborates with advisors and enterprise clients on ad-hoc research assignments. Prior to this role, he worked across several syndicated market research firms and has more than eight years of experience in research and consulting,

with major areas of focus in collecting, analyzing and presenting quantitative and qualitative data. His area of expertise lies across various technologies like application development, analytics, and salesforce.





IPL Product Owner

Jan Erik Aase
Partner and Global Head – ISG Provider Lens™

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor.

Now as a research director, principal analyst and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.



ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens research, please visit this [webpage](#).

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