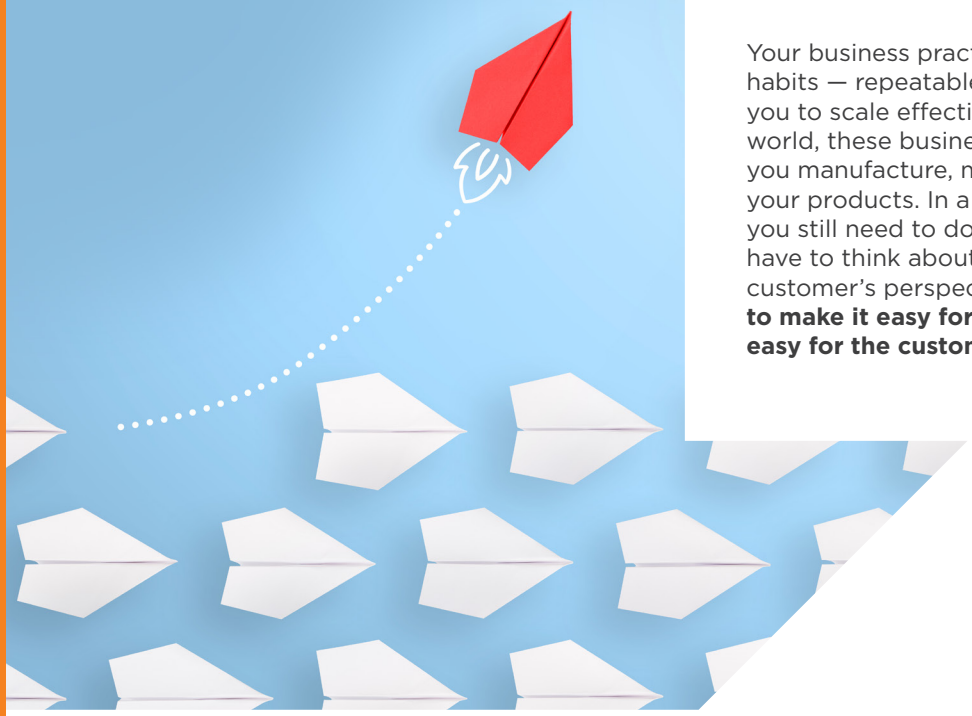
salesforce PARTNER SINCE 2014

THE CUSTOMER SUCCESS PLATFORM

THE WORLD'S #1 CRM AND ENTERPRISE CLOUD COMPUTING PLATFORM



Your business practices are your company's habits — repeatable behaviors that enable you to scale effectively. In a product-centric world, these business practices optimize how you manufacture, market, sell, and service your products. In a **customer-centric world**, you still need to do all of that, but you also have to think about those activities from the customer's perspective. **Your goal should be to make it easy for employees to make it easy for the customer.**

With Salesforce, the world's #1 Customer Relationship Management (CRM) platform, well-designed customer experiences have never been more relevant and easier.

SALESFORCE BRINGS COMPANIES AND CUSTOMERS TOGETHER.

Salesforce unites your marketing, sales, commerce, service, and IT teams from anywhere with Customer 360 — one integrated CRM platform that powers our entire suite of connected apps. With Customer 360, you can focus your employees on what's important right now: stabilizing your business, reopening, and getting back to delivering exceptional customer experiences. Over 150,000 companies, both big and small, are growing their business with Salesforce.

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NetU is a leading Information Technology solutions and services organisation in the Eastern Mediterranean. With presence in Cyprus and Greece, NetU is recognized as a major Integrator in the region and has developed strong local and international activity. Being a trusted IT business partner to medium and large organizations in the Private and Public sectors, NetU provides world-class IT solutions in the areas of Systems Integration, Business Solutions, Technology Solutions and Professional Services.

SELL SMARTER. FASTER. FROM ANYWHERE.

First model your sales organization into a flexible structure. Automate and run any business process using workflows, approvals, escalation rules, and alerts. You can move forward, faster by tracking Sales Opportunities with a rich customer activity timeline.

Salesforce offers self-service reports and dashboards on any device, with real-time individual and team forecasts and performance comparison against planned quotas. Through a single app you can sell on the go enabling you to access, update and manage your CRM data.

You can connect and share files from external sources like Microsoft SharePoint, OneDrive, Google Drive, and more. It delivers tailored sales experiences with in-depth contact and account management.

MARKET IN A WHOLE NEW WAY.

With Salesforce you can route and assign leads automatically and use web-to-lead to easily capture new leads through your corporate website. Having a full picture of your leads you can run targeted and personalized campaigns across email, mobile, web, or social networks and discover their impact.

Creating customized and branded communities that engage customers and connect with the targeted markets will now be easier than ever. Salesforce inspires action and loyalty by humanizing every moment, for each customer.

Your advertising campaigns can be managed through your company's website or social networks. Every interaction is powered with AI from ad to account-based marketing, email to ecommerce, social to service, and more.

With real-time insights you move at the speed of your customer and optimize performance with actionable analytics.



PERSONALIZE YOUR SUPPORT. CONNECT WITH YOUR CUSTOMER.

Automating business processes with intelligent workflows saves time enabling you to connect with your customers more efficiently, driving revenue and upselling easier with the power of AI.

Providing customer support instantly, with self-service options, interacting on any channel by helping customers connect to knowledge articles, account information, and the right community members.

With Salesforce's Customer 360, you can intelligently break down silos and get the inside scoop into every single customer interaction from the first click-through, last purchase, and beyond.

With smart productivity tools you can up level your call center management alongside shared, actionable insight into every customer interaction. Personalize your support, automatically schedule the right person for the right jobs with a click of a button. Now you can even make your customer engagement stronger than ever by using the Appointment Assistant, for your field service team.

Customer 360 Single Source of Truth
- Identity
- Data Manager
- Audiences
- Privacy Center

Sales Cloud
- Accounts & Contacts
- Leads & Opportunities
- Cross-sell & Up-sell
- Sales Campaigns
- Activities & Collaboration

Service Cloud
- Customer Service Interactions
- Case Management
- Chatter
- CTI Integration
- Knowledge Base

Experience Cloud
- Salesforce Mobile
- Salesforce Content Management System
- Audience Targeting
- Extend CRM to Customers & Partners

Digital Engagement
- Inbound & Outbound Messaging
- Online Chat
- Chatbots
- Social Customer Service

Service Cloud Einstein
- Next Best Action
- Case Classification
- Case Routing
- Reply Recommendations
- Empathy engagement
- Intelligent self-service