

Why Services Organization should look for Salesforce to automate their Service activities

Customer Details

VSO is a Volunteer Service Organization with a Vision towards World without Poverty and with a Mission of bringing people together to fight poverty. VSO's role in international development is to place committed volunteers with carefully selected organizations so their skills generate the greatest value.

VSO decided to automate recruiting volunteers, right from posting jobs to Onboarding the volunteers and manage their Payroll and HR Policies. They preferred Salesforce Cloud computing for their operations to be on Cloud

Highlights

It is a wise decision to choose Salesforce for Service Organizations like VSO as Salesforce is considered to be low in acquiring costs and low-risk management as an organization tool. There are a lot of features and benefits that are overloaded with a Salesforce subscription.

Key objectives for Salesforce Automation:

- Salesforce is known for its rapid development and quick customizations/configurations
- It is easy to use in terms of User Interface
- It is free from Infrastructure overhead and has a promising data security
- It has a huge portfolio of Integrated Applications
- The analytical and its reporting functionality gives its users the ability to expand their campaign capacity
- No software is required and there is no need for constant updates as Salesforce up gradations are performed automatically

Solution Implementation

- Tenth Planet provided the 6D services to VSO for the implementation of VSO Recruit - A Recruitment Platform, VSO People - A Payroll and HR Policies Platform in Salesforce
- The key functionalities of Recruitment - from Posting Jobs in the VSO website to recruiting and Onboarding a Volunteer was automated and was delivered in milestones for the ease of Going Live of each functionality

- Approval Process – the Key elements in the process of recruiting was automated which minimized a huge time consumption in manual review and approval process
- Tenth Planet also provided User Training and Training Materials to walkthrough the users across the Application