

THE MODERN WORK ENVIRONMENT HAS BECOME FASTER, MORE FLUID & MORE COMPLEX.

Are Your Systems & People Up to Speed?

We were new to Salesforce last year. Having somebody with expertise on how to use it strategically and to your advantage was really important. I think we'd be lost if it wasn't for the HigherEchelon consultants coming in and coaching us through that.

-- Josh Herren, CEO  YULISTA

Salesforce is a powerful platform that can transform business processes -- if it is set up correctly. Most professionals do not have the bandwidth to figure out the complex platform themselves.

That's Where We Come In



We Make Sure You Avoid Costly Missteps From Failed Configurations

We unlock the platform's incredible functionality through custom configurations that meet business objectives -- saving organizations time, money, and massive future headaches that come from failed or overly complex configurations.



We Help You Get The Most Out Of Your Salesforce Investment

Clients lean on our extensive business understanding and strategic know-how for advice that maximizes the Salesforce investment and ensures long-term success.



We Ensure Adoption Through Change Management & Training

Digital transformations often fail without proper plans & processes. Our Ph.D.-level consultants provide world-class change management training and guidance that helps team members embrace the new solutions in ways that ensure long-term adoption.



WHY CHOOSE HIGHERECHELON? HIGHERECHELON™.COM

HigherEchelon brings together expertise in Salesforce, business strategy, change management & human dynamics to deliver a one-stop-shop solution that solves the full range of technical and human capital challenges inherent to digital transformations.

1 OUR PEOPLE

Salesforce Certified Pros & Much More



- Nearly 100 active Salesforce certifications.
- SCRUM Masters & PMP certified staff.



- On-staff PhD - level organizational behavior, human behavior & sports psychology experts.

2 OUR PROCESS

Strategic, Long-view Process



- Our 10-step signature process drives lasting results in one comprehensive solution that saves clients from having to work with multiple vendors.
- Process focus for all job sizes.
- We guide organizations through evidence-based change management best practices.



3 OUR SALESFORCE EXPERTISE

Staffed & Ready to Deliver On:



SALES CLOUD



SERVICE CLOUD



EXPERIENCE CLOUD



PLATFORM



ANALYTICS



EINSTEIN AI



MULESOFT



MARKETING CLOUD

4 OUR TRACK RECORD

Known For Exceptional Customer Service



- 5 out of 5 stars on Salesforce AppExchange.



- More than 90% of our clients request follow on work.



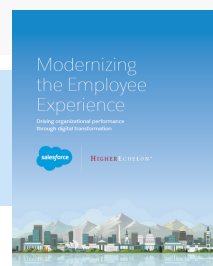
- Winner of Salesforce Partner Innovation Award.



- Winner Salesforce Military Hiring Partner of the Year Award.



We have special expertise in Talent Management (recruit, hire, onboard, assess) solutions. Read the whitepaper we co-authored with Salesforce: [Modernizing the Employee Experience](#)



Meet Co-Founder Paul Maggiano



11+ years of Salesforce implementation experience.



Led complex Salesforce implementation with thousands of users at Oldcastle Building Products - a multi-billion dollar company.



Led the re-architecture of The Carlyle Group's Salesforce system, servicing the global private equity company that manages \$200B.



Helped sell Salesforce to the Army to replace its entire recruiting system.