Helping customers address challenges with legacy Salesforce implementations

As Salesforce implementations continue to mature, businesses start facing a variety of challenges with their Salesforce current estate. See how Capgemini Switzerland can efficiently guide and support organizations into improving their legacy.

As existing Salesforce implementations continue to mature, businesses start facing a range of challenges with their Salesforce estate. These range from problems with the way the Salesforce portfolio is governed to changes to the business model since Salesforce was launched.

Some typical challenges met by Salesforce customers could be that the legacy Salesforce implementation is no longer able to support the evolution of business processes. Others can see their Salesforce support costs continuously rise as the business has to maintain legacy customisations that are no longer relevant.

Or the client is not able to take advantage of new Salesforce features included in their license, as they are conflicting with legacy customisations.

As the Salesforce estate grows, clients tend to be deterred by the complexities and challenges of the current landscape and lean towards running Salesforce as opposed to transforming it. This practically means that Salesforce clients tend to focus on resolving operational issues rather than investing in their Salesforce estate to support business changes and improve current operations.

Salesforce offers a very dynamic product ecosystem, where new features are regularly released to its customers. A common challenge that customers with legacy customisations are facing, is that it is no longer possible for them to take advantage of these new feature or integrate new Salesforce products into their existing landscape. The longer organisations defer transforming their Salesforce estate, the more complex and expensive becomes to do the necessary changes leading into a vicious circle.

Capgemini has extensive experience working on complex Salesforce estate modernisation projects, where we worked closely with the client IT team and business stakeholders to put together a detailed roadmap and deliver the agreed estate modernisation. Our high-level approach to Salesforce estate modernisation consists of the following steps:

- Perform a Salesforce implementation health check, to understand the technical and business challenges the customer if facing with the current setup.
- Put together a Salesforce governance layer to ensure that all future changes are aligned to the business goals and IT strategy of the client.
- Work collaboratively with the customer to define a detailed roadmap on the actual estate modernisation implementation.
- Implement changes required to the current Salesforce application, emphasising on the detailed cut-over plan.

- Define a robust testing approach including several dress rehearsals on top of actual User Acceptance Tests.

Collaborating with a Salesforce partner that has the right experience is key to the success of Salesforce estate modernisation projects. Transforming a live Salesforce implementation requires extensive business and technical planning to reduce potential business impact. Also, in depth experience of the Salesforce ecosystem is key in putting together a strategy that reduces unnecessary customisations and avoids repeating past architectural problems.

Our Capgemini Salesforce practice has extensive experience working on Salesforce estate modernisation projects, involving thousands of users, several integrations, and the migration of millions of historical records into the new Salesforce data model. Talk to us for more information.