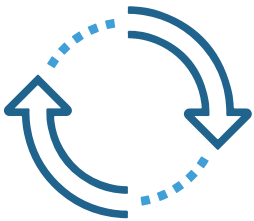# coresphere

Innovative Cloud Solutions for the CORE of your Business

salesforce OFFERINGS

Full Lifecycle Case Management

Multi-Channel Contact Centers & CRM

Mobile Inspection Management
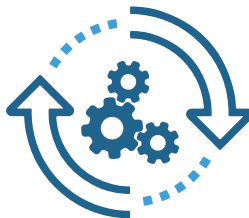
Customer Engagement

Secure Development Best Practices

Lightning Migrations & Development

User Interface/User Experience (UI/UX)

Cradle to Grave Legacy Application Modernization

Case Management with CareSphere

coresphere VALUE

14+ — Years of Salesforce Experience

45+ — Large Scale Implementations

300+ — Salesforce Certifications

4.9 — Customer Sat Score (out of 5)

App Rationalization Experts

AppExchange Development

Agile and DevSecOps Focus

salesforce **PARTNER SINCE 2010**

available on **AppExchange** salesforce

About CoreSphere

The CoreSphere team consistently exceeds client expectations and we are proud of our reputation for providing outstanding services at competitive rates. We bring the leadership and experience ready to solve your most difficult challenges. We love to work in challenging and fast-paced environments. We pride ourselves on the agility of our highly talented team that consistently delivers cutting-edge solutions.

Select CoreSphere Customers

Past Performance

U.S. Department of Treasury, Bureau of Engraving and Printing

One of CoreSphere's long-standing customers is the Bureau of Engraving and Printing (under the U.S. Department of the Treasury) CoreSphere developed a new system architecture and set of standards that allows multiple applications to be built with a robust, extensible architecture. Most recently CoreSphere developed and deployed a Mutilated Currency Claims (MUTS) Case Management System which has greatly enhanced operations by deploying a Salesforce-based case management solution using Service Cloud with a Communities-based user interface for general public case submission.

U.S. Government Publishing Office (GPO) askGPO

CoreSphere is performing Salesforce implementation work under a 5-year single award BPA and has successfully deployed a multi-channel support solution across 8 task orders for the U.S. Government Publishing Office. GPO needed to optimize the askGPO portal and legacy RightNow CRM application that provided fragmented customer experience. Our solution for GPO successfully implemented Salesforce CRM, integrated legacy Cisco Finesse telephony platform with Salesforce, established a Centralized Knowledge base, and utilized Einstein AI to analyze inquires coming in from various channels to identify effectiveness to knowledge articles and continuously improve.