



# ISG Provider Lens™ – Salesforce Ecosystem Partners 2024

**MULTICLOUD IMPLEMENTATION & INTEGRATION SERVICES  
FOR LARGE ENTERPRISES**



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Multicloud Implementation & Integration Services for Large Enterprises

**CT is a Leader alongside companies 200 to 500 times our size**



★ Rising Star

### Short Definition

This quadrant will assess providers of implementation services tailored for Salesforce applications and their seamless integration with other significant enterprise software solutions. These integrations often form a critical part of the multifaceted systems used by large, global enterprises. Our extensive study will recognize the integral complexity of these clients' IT environments and the fact that they heavily rely on various cloud-based products within the expansive Salesforce portfolio. This intricate landscape requires a comprehensive approach to implementation of long-term programs. These programs may span multiple rollouts across diverse divisions of client organizations, operating across various regions and markets. From a functional perspective, these implementation services encompass process consulting to streamline operations, designing to create tailored solutions, configuration to maintain optimal system performance, data clean-up to ensure data quality and accuracy, migration of legacy systems to new platforms, and go-live support to ensure a smooth transition.

In conclusion, this quadrant is vital for enabling large, global enterprises to harness the full potential of Salesforce applications, aligning their systems optimally to achieve operational excellence and remain competitive in their respective markets.

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## Multicloud Implementation and Integration Services for Large Enterprises

### Overview

Customertimes is a global IT consulting and implementation service provider for large enterprise customers, primarily based on major enterprise platforms such as SAP and Salesforce. The Salesforce-related portfolio includes implementation, ISV product development and consulting, and outsourcing services. Customertimes is headquartered in New York and has multiple offices in the U.S., Canada, and Europe. The company supports all stages of implementation, including optimizing existing implementations.

### Strengths

High attention to generating business value: Customertimes recommends a thorough value assessment to develop a clear strategy and an appropriate roadmap in its implementation projects. For this value assessment, the company offers a sophisticated methodology that is oriented primarily toward optimizing business processes and an appropriate project organization instead of pure technology consulting.

Extensive integration capabilities: Customertimes specializes in integrating Salesforce into complex landscapes, usually based on the MuleSoft platform, primarily focusing on SAP integration.

Impressive certification level: Compared to its peers, Customertimes exhibits an impressive level in Salesforce certifications, in fact, for both the partner navigator achievements and the individual certificates acquired by the employees.

Deep expertise in the application of AI tools: The company has compelling expertise in the most common AI tools like ChatGPT. Beyond the concept phase, Customertimes has already implemented various real-life solutions using AI tools in connection with Salesforce.

### Analyst Comment

Customertimes is an excellent partner for Salesforce solutions, with a strong focus on innovations like AI and on generating real business value in its projects.