



## Cadaly's



*The annual listing of 10 companies that are at the forefront of providing Salesforce solutions and transforming businesses*

## Cadaly's

### Delivering Powerful, Purpose-Built Salesforce Apps

In the Salesforce ecosystem, independent software vendors (ISVs) build diverse products ranging from a simple calculator app to more sophisticated industry-specific solutions, taking advantage of the highly customizable Salesforce platform. California-based Cadaly's is in an exclusive group of ISVs in Salesforce's Product Development Organization (PDO) program, recognized for excellence in application development. Cadaly's designs hyper-relevant Salesforce applications centered around driving deeper, more meaningful engagement at a time when it is critical for companies to meet employees where they are. Actively disengaged employees cost the U.S. companies between 450 to 500 billion dollars in lost productivity every year. And with remote work becoming the norm, workers are trying to adapt to new methods of collaborating and connecting. "We help make connections meaningful, information rapidly accessible, and knowledge actionable, to deliver an overall positive return on investment," states Hamp Hampton, Chief Revenue Officer, Cadaly's.



Hamp Hampton

**We help make connections meaningful, information rapidly accessible, and knowledge actionable to deliver an overall positive return on investment for companies on the world's most powerful platform**

Designed to reimagine the employee user experience, Cadaly's Concierge solution is a powerful help center that provides employees, customers, and partners with what they need, when they need it. Concierge combines a highly intuitive and familiar Google-like predictive search interface with help desk functionality to deliver onboarding, knowledge, support and self-service efficiently, at scale. With Concierge, employees have 24/7 access to information for answers to a broad range of topics, from IT to operations to HR. The solution enables employees to get the answers they need quickly on their own, thereby decreasing the number of internal cases and support tickets. In addition, Concierge personalizes search and tailors

content for each user using embedded analytics, and also features multilingual capabilities to support the global needs of the modern enterprise.

Citing a real-world use case, Hampton mentions how Cadaly's helped a global defense and intelligence services provider build a world-class help center with powerful search and knowledge management capabilities. The client leveraged Cadaly's solutions to provide a centralized knowledge repository for employees, which deflected unnecessary support questions and encouraged more self-service where possible. The impact to the employee experience is best summed up in a recent AppExchange review by the customer: "We use Concierge today to serve up Knowledge articles from both our IT and People (Human Resources) organizations. It's easy to use search interface quickly brings back relevant articles in seconds, allowing for a seamless self-service experience and more importantly, case deflection. Without Concierge, our 3 service desks would be drowning in cases especially in these uncertain times."

Cadaly's also offers Service Management, a solution based on ITIL best practices that simplifies the process of purchasing, setting up, and maintaining IT service management software. Built natively on the Salesforce platform, Service Management delivers incredible value by increasing the speed at which users are served and eliminating the need to rely on multiple platforms. "Take problem management, for instance, Cadaly's Service Management brings together the collective knowledge of a company's teams to quickly identify, address, and prevent future incidents," says Hampton. The native solution is easy to deploy, configure, and works seamlessly with Salesforce.

Moving forward, Cadaly's intends to expand its ITSM capabilities with a roadmap designed to introduce even more timely, relevant features for the enterprise of today and tomorrow. The company is also increasing its client base in multiple countries outside the U.S and rapidly expanding its footprint in the healthcare and life sciences verticals with purpose-built, out-of-the-box capabilities for payers and providers on Salesforce Health Cloud. Backed by a team of professionals with extensive technical expertise in Salesforce development, Cadaly's extends and accelerates the value of the Salesforce platform in the most mission-critical areas impacting organizations and they way they work today, and tomorrow. [CR](#)