

# Fact Sheet Salesforce Chatter®

## Rapid Start Package

### Salesforce Chatter

The speed of business is consistently increasing. Companies are under constant pressure to increase productivity and reduce response times. A key component of meeting these demands is collaboration. However the traditional modes of collaboration often impede / slow productivity and response times.

Chatter introduces a brand new way to collaborate at work. Information about people and projects are automatically surfaced enabling ad-hoc and semi-structured collaboration with the people and information most pertinent to your work.

Salesforce Chatter is a secure enterprise social collaboration platform which enables users to:

- View colleague availability
- Engage in ad-hoc collaboration
- Share project, product and other updates with individual co-workers and groups
- Subscribe to information about co-workers, groups, projects or other areas of interest
- Share files and other information pertinent to work

Salesforce.com® customers can enable Chatter at **no additional cost** and use the social collaboration features to follow any object in salesforce.com including accounts, opportunities, and custom objects. The free Chatter licenses are available to companies using salesforce.com so they can provide employees without salesforce.com licenses with access to Chatter at no additional cost.

### Benefits

Chatter changes enterprise business data from a query-dominant model to a push dominant model	Employees have more visibility into the business than ever before, and users can filter incoming content to find the right information while reducing information overload.
Increased Productivity	Chatter provides rapid access to information, fewer incoming e-mails, and the ability to more quickly identify experts or resources that could help employees get their work done
Improved Collaboration	Works extremely well across departments and regional groups
Increased Manager Visibility	<ul style="list-style-type: none"> <li>■ Chatter feeds push information to managers based on their areas of interest</li> <li>■ Managers are more quickly aware of events, setbacks, or actions needed and can take the appropriate action</li> </ul>
Improved Responsiveness	Chatter users are better prepared to identify the appropriate people to join a new team, create groups, connect with them, share information, and react to events



## Objectives

To help our customers exploit the benefits of Chatter, Fujitsu has developed a low cost fixed-fee Chatter Introduction Service. Our service utilizes the free Chatter features and licenses provided by default to companies currently using salesforce.com. This means that no investment in new Salesforce.com licenses is required to start realizing the value of the Chatter collaboration model. Fujitsu Introduction Service for Chatter can identify use cases where social collaboration can provide significant organizational benefits, implement Chatter's robust collaboration platform for a specific group(s), and drive better user adoption than legacy collaboration platforms. Additionally, Fujitsu will identify areas where customization and/or integration can further enhance collaboration benefits and increased user adoption.

Deploying Chatter is one of the fastest ways to realizing the benefits of enterprise collaboration. Let us show you how.

## Chatter Rapid Start—Scope

Fujitsu will configure standard "out-of-the-box" capabilities of the Salesforce Chatter platform. This includes standard Salesforce functionality such as:

- Chatter Feeds
- Chatter Follow
- Chatter Desktop
- Document sharing
- Groups – configure up to 10 groups
- Profile/Users – configure up to 10 profiles and 100 users
- Configure Objects that are chatter enabled and associated "chatterized" fields
- Dashboard/Reports – install AppExchange Chatter dashboard

Once configured, the Chatter configuration application will be tested with client users. When the test results are all positive the application will be deployed. Fujitsu will assist the client to activate users with appropriate role and profiles on the planned date and time.

Note: The scope does not include any customizations, data migration or integration with external applications. The implementation will be in a production org. and will be deployed to the selected user communities on the planned date and time.

## Chatter Rapid Start – Process

Chatter will be implemented in following four steps:

### Discover

- Identify Business needs, use cases & goals
- Identify Chatter features for implementation
- Identify deployment strategy
- Identify Executive sponsors and Evangelists
- Create project plan with resources and schedule

### Design

- Establish user adoption and change management plan
- Establish communication plan
- Design Groups

### Develop

- Configure Chatter
- Configure Security (Profiles, Roles)
- Download & Install App exchange tools to satisfy client's a compliance needs
- Download Chatter Adoption Reports and Dashboards from App exchange
- Test configuration

### Deploy

- Train users, sponsors, evangelists and administrators
- Assist Client with Chatter deployment and activating Chatter users
- Provide post deployment support

One week after deployment Fujitsu will conduct a health check to determine the user adoption and any challenges with the deployment. Fujitsu will also recommend any refinement for future deployments based on feedback from the users.

## Chatter rapid Start –Timeline:

- Discover – First week
- Design – Second week
- Develop – Third week
- Deploy – Fourth week including post deploy support
- Post Deploy Health Check – Sixth week for 2 hours

## Chatter Rapid Start Deliverables:

- Chatter - Business Requirements and Use Cases
- Configured and tested Chatter Application
- Training for users, sponsors, evangelist and administrators
- Deployment support (1 week)
- Administration Run Book

## Chatter Rapid Start Cost

- Chatter Rapid Start package is delivered for a fixed fee basis
- Contact us at Solutions\_salesforce@us.fujitsu.com for pricing details

## Solutions in Action

### Customer A

- Gave users the ability to collaborate on specific projects by managing project timelines on customized Chatter calendars
- Reduced email activity

### Customer B

- Provided the ability to collaborate on ideas, seminars, symposiums within different offices in the country
- Less time spent searching for information
- Users connected with each other at a much larger scale
- Significantly reduced the time spent searching for the most updated document

## Why Fujitsu?

- Over nine years experience as a salesforce.com Global System Integration partner (Platinum Partner)
- Completed over 250 complex implementations globally.
- One of 5 Global SI Partners for salesforce.com
- Over 90% of staff are certified salesforce.com consultants
- Sales cloud, Service cloud, Customization and Integration experience
- Implemented Chatter for companies with 50 to 40,000 users

# About Fujitsu America

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## Fujitsu green policy innovation

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