

In the coming period, Deloitte will form a team of experts in the field of Salesforce consulting in Serbia due to the growing need of its clients to use the Salesforce platform as a solution for customer relationship management (CRM).

To survive and thrive in the new world of digital technologies, companies need to be faster and more skilled and find new ways to connect with existing and potential customers. A whole new digital way of thinking and acting is needed.

How can Deloitte help? With Salesforce experts in more than 35 countries, Deloitte brings deep insight into the industry, proven experience with customer solutions and Salesforce expertise. Deloitte experts have carried out some of the most inventive and complex projects around the world, using creativity, technology, strategy and the strength of partnerships to help clients in the overall improvement and transformation of their business.

Deloitte's solutions are based on decades of experience gained through a number of successful Salesforce implementations in key industries. Extensive knowledge and technical experience has been translated into a range of Deloitte Digital accelerators as tools that can solve even the most difficult customer challenges.

Customer satisfaction with Deloitte's services is also reflected in the recognition of Gartner, the world's leading research and development agency in the field of information technology, which re-declared Deloitte a world leader in customer relationship management (CRM) and customer experience implementation services in its report. April 2021 "Magic Quadrant for CRM and Customer Experience Implementation Services".

Salesforce team in Serbia

"Our goal is to provide domestic and regional companies with a complete service of technological and business consulting in business transformation based on the Salesforce platform. For that reason, we have decided to form a team of experts in Serbia in the coming period, which will be the beginning and basis for further growth in this area. Together with colleagues from the region, we are already working on projects across Europe and that is a really valuable experience," says Slaven Trivundža, senior Salesforce consultant.

Marko Vidaković, IT recruiter, points out that the long-term focus is to achieve close cooperation with faculties that train IT staff in order to interest young and talented people in solutions based on Salesforce, the world's leading customer relationship management platform.

"One of the initiatives for learning and professional development is our Salesforce Lab, a one-month internship program where students and graduates will have the opportunity to learn how to work on this prestigious CRM platform."

Salesforce Lab

The Salesforce Lab consists of two programs - Salesforce Developer and Salesforce Consultant, and is intended for final year IT students. The internship for developers



Deloitte forms a team of Salesforce developers and consultants in Serbia

(Salesforce Developer) will last one month, while for consultants (Salesforce Consultant) it will be organized for two weeks. All participants will receive certificates, very significant experience in an international environment, and the best will have the opportunity to work. Applications for both programs are open until February 1, and the program begins on February 15. The internship will take place in English, through the Zoom platform with occasional visits to Deloitte's office in Belgrade, BiF reports.