



We implement perfect CRM  
and marketing solutions  
which deliver results



[noblecx.com.au](https://noblecx.com.au)



## WHO IS NOBLECX?

**Collaborating with organisations who aspire to provide 5 star service, NobleCX are cloud based specialists and certified Salesforce consultants. They are known for delivering customised solutions that drive revenue, reduce stress and facilitate more of your mission.**

The expert team translate your business needs into award-winning systems, so that you can work faster and smarter to achieve any outcome.

## THE CLIENTS

Whether enterprise or niche operators, clients are proven to get more from their Salesforce investment. Progressive organisations willing to look ahead and embrace modern solution design will gain the most from NobleCX. To date, over 150 successful projects have been completed.

Exceeding expectations is our obsession, and lies at the heart of everything we do. We're incredibly proud of our Customer Satisfaction Rating (CSAT) of 9.65. It's amongst the highest in our industry and reflects the recognition from clients that our work not only met, but surpassed their expectations.

## OUR PROCESS

To ensure results, it's imperative that we take the time to listen to your unique business challenges and respond with a tailored, market leading solution. At NobleCX, we have created a reliable, repeatable and collaborative approach that guarantees we understand your objective. We then design, recommend and implement systems to achieve this goal. This process is underpinned by our company strengths:

- ✓ Expert knowledge across the entire Salesforce suite of products
- ✓ Extensive range of in-house technical services to support almost any business challenge
- ✓ Thorough understanding of real-world systems application to actually deliver maximum ROI
- ✓ Direct support from Australian-based Salesforce Certified Consultants and Administrators

## THE RESULTS

Our work speaks for itself. Our clients approach us through word of mouth whilst our reputation within the industry and our strong client relationships means that we typically have no need to advertise our business.

From commercial businesses to not-for-profit organisations, we help businesses of all sizes to make the most from their systems solutions in order to drive growth, efficiencies and better customer experiences.

The result is truly transformational.



Systemisation	What's Happening	Feeling	Revenue Change	Client Service
Latest	Certainty	Strong	Positive	★★★★★
Legacy	Control	Calm	Nil	★★★
None	Conflict	Stressed	Negative	★

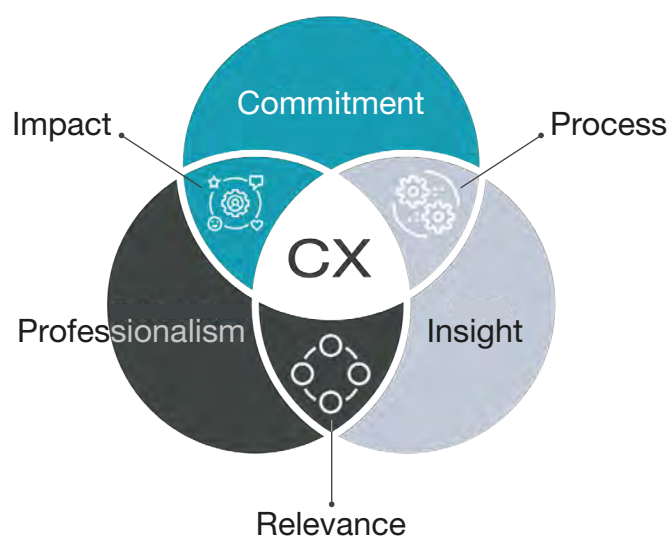
In our experience, nonprofit organisations are all looking to provide 5 star service for their clients. Generally, this requires a positive growth in year on year revenue.

We also know that the systems used in the sector can range from none at all, to the very latest and importantly that this has a direct effect on the entire business.

Having no system at all results in conflict amongst a stressed team. Year on year is often negative which is detrimental to service.

Business relying on outdated or legacy systems, may on the other hand feel more in control but will be constrained with no option to change or improve service.

Progressive organisations, who utilise the latest systems operate with a high level of certainty. The team is strong, revenue is positive which results in provision of the best service possible for their clients.



There are 3 critical elements that NobleCX combine to achieve your desired level of systemisation.

- ✓ Insight
- ✓ Commitment
- ✓ Professionalism

This results in systems guaranteed to have definite Process, Impact and Relevance that lead to Return on your Investment.



## STATISTICS

In 2019 Australia spent \$93.7 billion on IT products and services. This is expected to rise a further 4.6% in 2020 to \$98 billion, according to analyst firm Gartner.

Most of the money will be put towards IT services (\$34.4 billion); communication services (\$26.9 billion); software (\$16.9 billion), devices (\$12.6 billion) and data centre systems (\$3 billion).

Based on this spend, it's more important than ever that businesses are making the most of their investments by engaging system implementation specialists.

Recent Salesforce data depicts that

- ➡ 88% of customers say that Salesforce has improved their ability to achieve their mission
- ➡ On average donor retention increased by 34%
- ➡ Constituent engagement increased by 39%
- ➡ Program efficiency lifted by 43%
- ➡ Time spent on reporting decreased by 48%

Source: 2018 Salesforce.org Voice of the Customer Survey



## TESTIMONIALS

“ Our business goal was to implement a sophisticated CRM system to alleviate our data issues and enhance our fundraising capabilities. NobleCX, as an expert in the not-for-profit space and cloud specialists, understood our charity’s needs.

NobleCX helped us move from multiple, legacy information capturing and donor management systems to the recommended platform, Salesforce.”

**John De Rango**

Executive Director Marketing & Fundraising  
National Stroke Foundation

“ The warmest thank you to you all for all of your exceptional work (+late nights) to get JDRF ‘Salesforce ready’. We have been in such good hands throughout this process and you have been a pleasure to work with.

Now the real fun starts for JDRF getting everyone to use it!

Thank you all so much...”

**Helen Barker**

Project Manager  
JDRF Australia

“ I thoroughly enjoyed working with Ramtin our Solution Architect. He was great at listening to our needs, making recommendations and sharing his knowledge to ensure that we made the right decisions. As well as being extremely knowledgeable, his personality is kind and honest, which makes him very approachable and easy to work with.

Our experience throughout the project was great. Business change projects, especially with systems, can be overwhelming, but working with good consultants that are knowledgeable and provide the right support made a big difference. ”

**Jessica Ho**

Donations & Systems Coordinator  
OzHarvest

“ While moving systems is a huge task, NobleCX lead us through the process with a clear strategy, professionalism and expertise. They went above and beyond in customising, deploying and facilitating the adoption of Salesforce across our entire organisation. We now have a faster and more effective experience, fully tailored to the needs of our customers and staff.

We highly recommend NobleCX to anyone seeking a Salesforce partner. The team are highly experienced whilst being personable and down-to-earth in their approach and delivery. ”

**Margie Jenkin**

Project Manager  
Tasmanian Land Conservancy

## CONTACT

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