

Creating delivery-ready Salesforce talent

Case study

How PwC Australia, Breast Cancer Network Australia, and Revolent came together to help grow and strengthen the Salesforce ecosystem through Revolent's LaunchPad Initiative.





Challenge

Finding experienced Salesforce talent is a major challenge for many organizations.

While many workforce providers are trying to bring in net new talent—ensuring that these professionals have the right Salesforce skills, knowledge, and hands-on experience to work productively from day one is an even greater hurdle. Especially as more organizations accelerate their digital transformation, following the pandemic.

With charities and other non-profits always on the lookout for fresh talent in the digital skills market (often without a dedicated HR function and unsustainable recruitment costs) these organizations face even greater challenges, as they navigate the hiring market to find the talent they need to achieve their objectives.

One charity, **Breast Cancer Network Australia (BCNA)**, needed pro-bono support from trained Salesforce professionals to help fix existing backlog issues, all over a relatively short period.

BCNA is Australia's leading breast cancer consumer organization. It provides information and support to those diagnosed and works with government and health professionals to influence a stronger healthcare system.

There were three main challenges faced by BCNA which required professional assistance:

1

Remediate the Health Professional portal used across the charity to remove unused or depreciated third-party apps and to standardize field validation

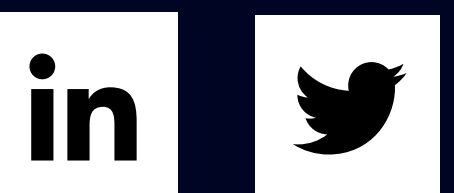
2

Code review their existing Salesforce portal for redundant triggers and APEX classes

3

Develop a process strategy—to help avoid similar issues from arising in their Software lifecycle going forward

Meanwhile, our latest cohort of net new Salesforce professionals (or 'Revolts') needed additional practical work experience before they were deployed to PwC for the next two years.





Solution

We created the ‘LaunchPad Initiative’ to help build our Revols’ confidence and capability in a real-life environment while offering clients access to in-demand cloud talent they often struggle to recruit.

This initiative has since become part of our Revols’ cross-training cycle and includes practical tasks that assist organisations in need. In this case, BCNA were able to receive much-needed support to solve their technical issues from four of our Revols, over a period of 10 days.

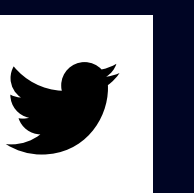
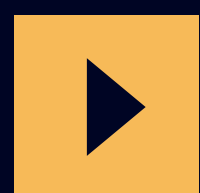
For our Revols, the goal is to end the program with hands-on experience before being placed with a Salesforce client or partner, in this case, PwC Australia. In doing so, our Revols are also bridging the gap between their specialized training period and deployment with PwC to help ensure competency.

PwC’s assistance on the project meant our Revols had access to in-depth help and feedback about their work on the project. This included daily briefings to talk about the project status, clarify issues, discuss solutions and to talk through the next steps.

PwC also provided the Revols with helpful tips and recommendations, such as how to collaborate on Project Documents with members for a quick turnaround, how to deliver effective presentations, which questions to ask to get the depth of details required, and what to focus on to maintain healthy interaction and relationship with BCNA.

Through LaunchPad, Revols not only build their skills—they also receive consultancy training to ensure they’re up-to-speed with the client before joining them. They’re able to hone the hard and soft skills that distinguish them as quality net new talent within the hiring market of comparable technology stacks, while enhancing their productivity from day one.

Working within a Salesforce sandbox environment, our four Revols were able to work independently as a team to translate business requirements into solutions. By proactively looking for and developing solutions themselves—and seeking guidance from the business stakeholders and their Salesforce mentors when required—they were able to creatively solve problems and ensure a successful outcome for BCNA.





Results

Through Revolent's unique blend of recruitment support and training capability, BCNA was provided with the talent they needed to fix the backlog issues they had.

BCNA was able to work with highly experienced professionals—which is something non-profits typically struggle to access, with most charities usually working with smaller consulting companies, often without the same level of expertise and experience.

The diverse makeup of the Revol's team also meant that the charity had access to a range of different opinions and experiences—some of which either added a further dimension to what BCNA already had in place, while others were able to challenge the status quo through their insightful recommendations.

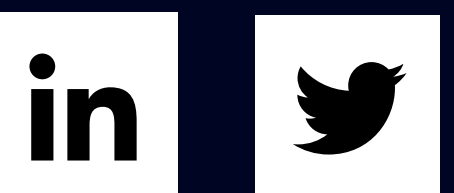
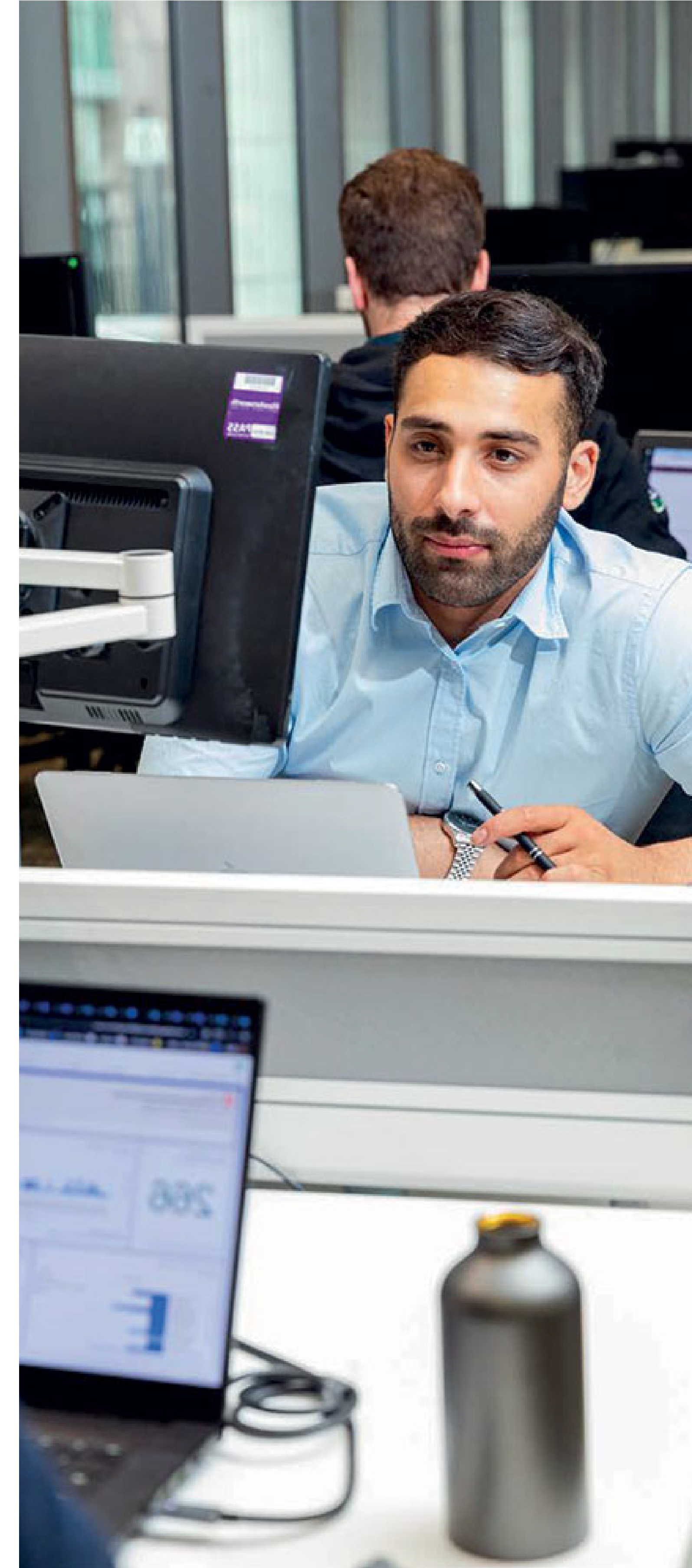
By the end of the experience, the four Revols had gained crucial hands-on experience on a live Salesforce organization. They also learned how to frame the right questions to understand current issues, investigate business and technical aspects, use cases and recommended solutions, and confidently present the solutions to the client. All these skills were not only essential while they assisted the charity but are also crucial for their careers in the long-term.

"It was fantastic to see the Revols come together as a team to devise and execute a solution that exceeded client expectations. Watching the team grow throughout the engagement was fantastic, and we're excited to have them join our team."

Chinmay Shekhar
Manager, Digital Transformation – PwC Australia

"I'm really appreciative of the Revols' contribution and technical support. In particular, their professionalism, attitude, and thirst for knowledge impressed me. I am confident they will all go on to have successful careers in the Salesforce ecosystem."

Brendon Williamson
Salesforce Project Manager, BCNA





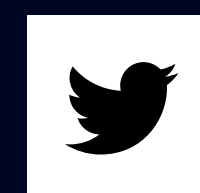
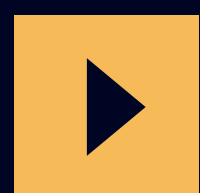
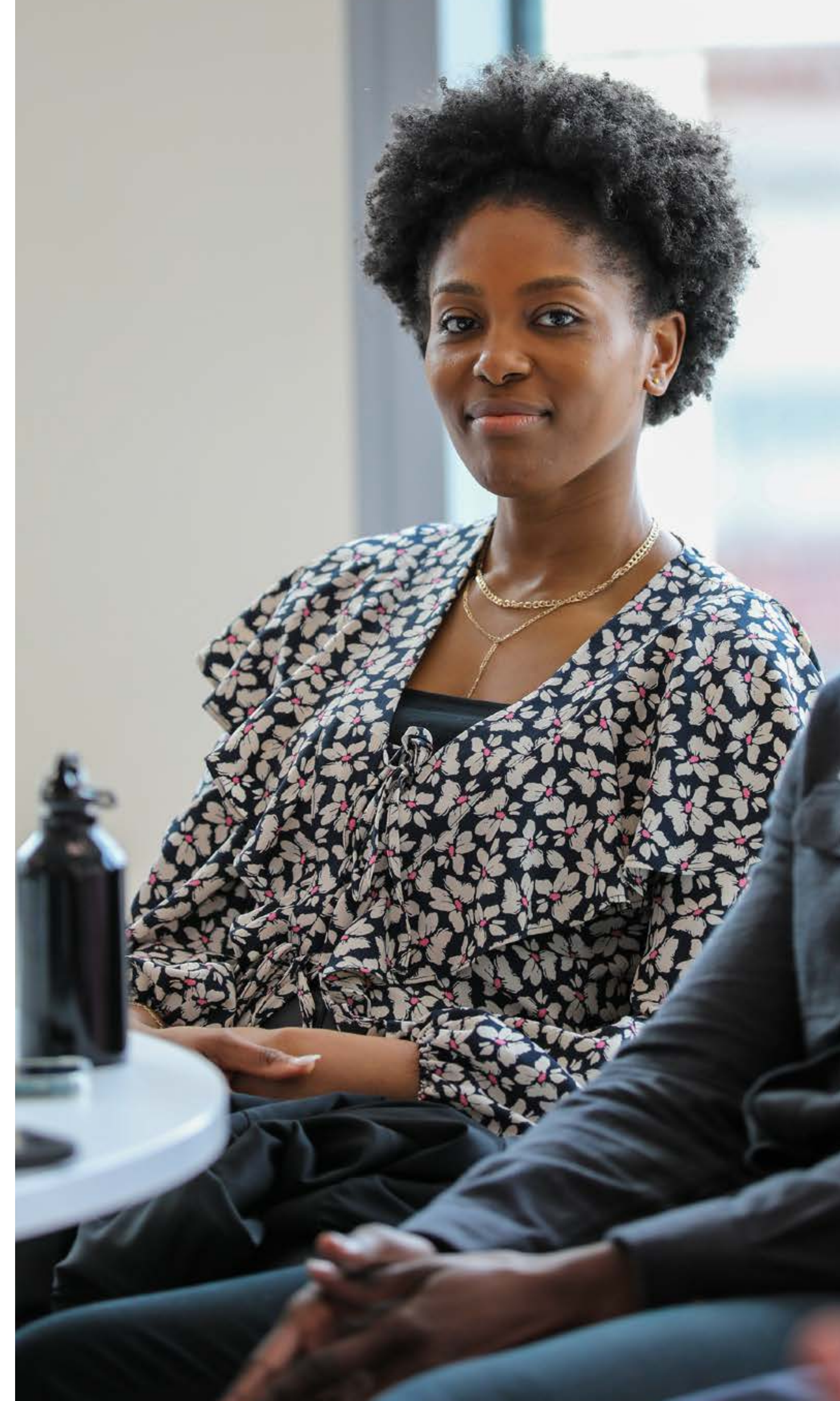
Revol Testimonials

“The opportunity to work in a production customer environment was a very effective way of consolidating my newly acquired skills. And, by assisting BCNA to enhance their Salesforce instance, the team had the opportunity to make a significant contribution to this important charitable organization.”

Ian McIntosh
Salesforce Revol

“Revolent provides an environment that motivates and inspires people to go above and beyond. My aspiration to gain experience in Salesforce is very well-supported by the LaunchPad Initiative, where I was given the opportunity to work on a real-world project, that allowed me to apply the skills that I have learned throughout the extensive training period. The entire experience boosted my confidence and my passion for learning will continue to grow as I explore more through Salesforce.”

Janis Santiago
Salesforce Revol



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