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## SalesLogistix Has Held #1 Customer Satisfaction Ranking for Nearly Three Years

**SalesLogistix Is First of all Salesforce.com Consulting Firms to Ever Achieve Five-Star Satisfaction Rating from 80 Clients**

*PRLog - March 2, 2015 - PALO ALTO, Calif.* -- SalesLogistix Corporation, the CRM Management Consultancy and certified integrator, today announced that it is the first Salesforce.com consulting firm in the world to earn a customer satisfaction rating of five-stars from 80 of its clients. The latest customer satisfaction votes cement the firm's first-place ranking among all the 700+ Salesforce.com system integrators listed in the AppExchange, as shown in the customer ranking view (<http://www.saleslogistix.com/company/press/ranking.png>). SalesLogistix has an unblemished 5-star history of client votes, with total voting that ranks higher than consultancies many times its size.

SalesLogistix clients have been voting for the firm's quality, cost, and schedule attributes steadily since 2009, as can be seen in the firm's AppExchange review and voting listing (<http://appexchange.salesforce.com/reviews?listingId=a0N30000003JZ3kEAG>) (<http://appexchange.salesforce.com/reviews?listingId=a0N30000003JZ3kEAG>)).

SalesLogistix originally achieved its first-place rank among all SFDC consultancies in May 2012, as can be seen at [http://www.saleslogistix.com/company/press/SLX\\_1PR+.pdf](http://www.saleslogistix.com/company/press/SLX_1PR+.pdf)

"Client satisfaction has been the priority for us since our founding in 2005 – and nearly 2/3 of our client base has gone public with their 5-star rating," said David Taber, CEO of SalesLogistix.

Unlike some AppExchange vendors that use "vote inflation" techniques, the votes for SalesLogistix:

- Have no "double-counting" – each client has put in only one review, even for engagements that have spanned more than 5 years and several projects
- Reflect direct customer relationships – no subcontracts or indirect relationships.
- Are from paying clients only.
- Do not include any training, product, or mentoring clients.
- Reflect a complete system build out or significant re-work of the client's system.

In the entire history of SalesLogistix, there have been only four "client defections," although several of clients have been acquired by companies such as HP and IBM.

The AppExchange is Salesforce.com's online directory of consultancies and product partners, and every Salesforce partner is subject to voting by their customers. Voting is voluntary, but requires that the voter be a user of a production Salesforce instance. The voting system tracks and displays who the voter is, to limit artificial inflation of the votes. The votes and commentary about consultants focus on project quality, cost, and completion date, and the ranking of votes is done automatically along several variables. One of the variables – lifetime voting score – has been used in this comparison because it is less vulnerable to "gaming" or artificial internet tactics that could temporarily affect the numbers.

### About SalesLogistix Corporation

Since 2005, SalesLogistix Corporation has improved its clients' sales, marketing, and customer service business processes that are the foundation of their profitable growth. SalesLogistix is a CRM management consultancy and certified salesforce.com integrator that configures, extends, and

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integrates salesforce.com systems with the rest of its clients' Cloud infrastructure. Using a proprietary Agile methodology and best practices derived from years of executive experience, the firm molds salesforce.com to clients' business processes, providing a true 360-degree operational view of customer relationships. Headquartered in California, SalesLogistix has over 125 clients in Europe, Asia, and North America.

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