

Platform as a Service

ETS Recommendation for State of Hawai'i
Constituent Resource Management



Why Salesforce?

The Salesforce logo is a blue cloud shape with the word "salesforce" written in white lowercase letters inside it. It is positioned on the left side of the slide, overlapping a diagonal grey and white background.

salesforce

- **BEST VALUE** — The Salesforce licensing model has more options and features, allowing the State to develop a cost-efficient licensing platform. The ETS team looked at the available features for each licensing option, and Salesforce provided more features at a lower price.
- **MORE MATURE PLATFORM** — The Salesforce platform is much more mature. In comparison, the Microsoft Dynamics platform went through a major change of some features, and options the State was relying on were removed and made part of a future Roadmap.
- **BETTER PERFORMANCE** — The speed difference, and usability, is noticeably different. The ETS development team could do things more efficiently and easier on the Salesforce platform. Speed from an end-user perspective is also noticeable.
- **ERROR-FREE INFRASTRUCTURE** — As Dynamics moves to the 365 platform, there has been a lot of issues with the product. ETS worked with Microsoft, who also saw the errors, but no resolution was found. While errors did not affect the integrity of the data, it slowed down development and lowered our confidence with the platform.

Why Salesforce?

- **MORE FEATURES** — Salesforce also has a much larger application catalog as a result of its maturity. Also, Salesforce has a larger toolset for developers out of the box.
- **BETTER TRAINING MATERIAL** — There is no comparison in the amount of training material available for Salesforce as compared to Dynamics. Salesforce has a well developed program called Trailhead through which developers can go from ground-zero to competent in a short amount of time.
- **LOCAL PARTNERS** — Salesforce has a local firm, Pacific Point, that has experience in developing and supporting the platform. Microsoft is still trying to spin up local partners to support their platform.
- **DEVELOPMENT RESOURCES AT A BETTER PRICE** — Salesforce includes development resources such as Sandbox environments at no charge, while Microsoft charges for each sandbox.

PACIFICPOINT
Business & IT Consulting



Contract Holder



registered
consulting partner