



FinDock Customer Impact

The FinDock customer impact snapshot highlights some of the benefits organizations are experiencing by extending Salesforce with FinDock. Businesses today face the challenge of meeting increasingly diverse customer demands while maintaining low costs and high efficiencies. We're grateful for the partnership our customers and the Salesforce ecosystem have shown, enabling us to develop a platform to help organizations tackle those challenges in a way that supports them today and also sets them up for future success.

At a glance, FinDock users report:

+169%

Increase in user satisfaction

+156%

Improvement in data quality

+150%

Improvement in customer insights

“Salesforce and FinDock offer us more opportunities for the future; to better understand our customers and target them in ways that will result in increased regular income.”

GREENPEACE



91%

of FinDock users experience better customer insights

Only organizations that truly understand their customers can deliver experiences that both convert and increase the customer life-time value. With FinDock, customer transactional data is accessible across teams so that insights can be used to drive better decisions and more intentional customer engagements.

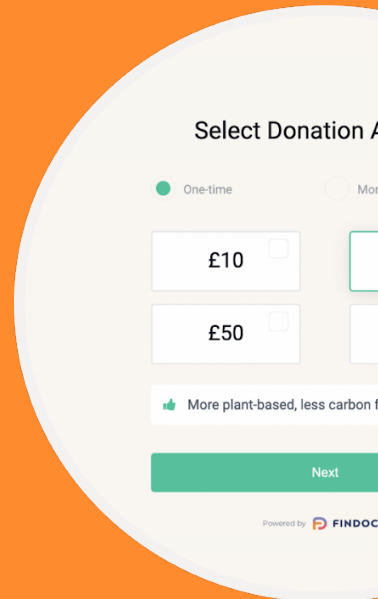
“Because of the seamless integration between Salesforce and FinDock, we have one overview of business insurances and intermediary activities. That’s easier for us and for customers: we can collect and pay money faster — in ways they expect.”



12x

faster to launch nonprofit campaigns

The last thing a fundraising team needs is a delay when launching an appeal or campaign. Whether you’re building an end-to-end program with Giving Pages, or adding payment methods to a custom donation page, rest assured you’ll be live in time with FinDock and Salesforce.



“FinDock’s Giving Pages are easy to use; I can create one for every situation I need in just 1 hr.”

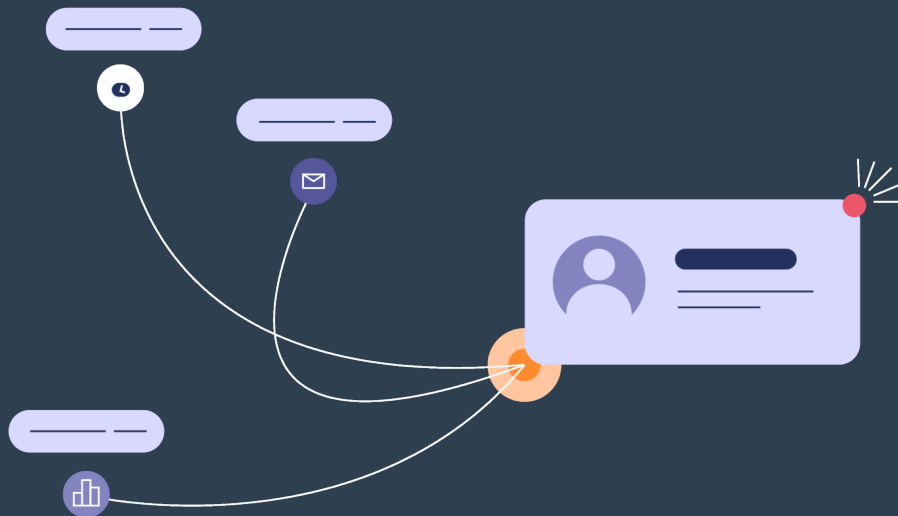




9 out of **10**

are using payment data to launch journeys

FinDock turns payment data into Salesforce data meaning you can launch workflows and journeys with ease; whether that's to help drive process efficiencies or to automate customer follow up and/ or engagement.

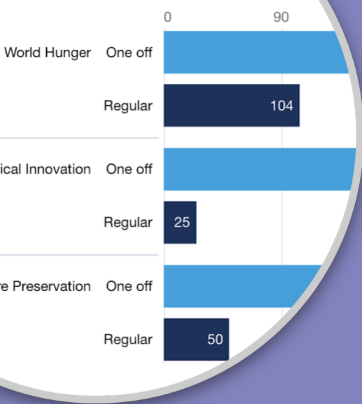


“

We've **reduced our direct debit fails by 60%** since using FinDock. If something happens with a Direct Debit, we start a journey with a donor, informing them that the Direct Debit has failed and requesting if we can get in touch.



Save the Children



↑ **156%**

improvement in data quality

Having payment data in Salesforce gives you a complete 360 degree view helping your teams make better decisions, spend less time on manual data management tasks and collaborate better together.

“ Now I can see how many payments came in and from what source, day, currency, and country.



↓ **70%**

reduction in time spent on reconciliation

With a powerful matching engine that offers users full transparency and control, FinDock users are improving efficiencies and increasing data integrity in their Salesforce system.



“

Before FinDock, it used to take us two weeks to get caught up with processing payments after the Christmas break. This year, it took us two days, even though income is growing.





2x

times as fast to set up new payment methods

When organizations respond to changing preferences it helps customers know they're being listened to. Our customers tell us it's twice as fast to add new payment methods with FinDock, compared to other providers. In addition, FinDock allows users to mix and match payment processors and methods depending on the use-case.

“

The combination of FinDock and Salesforce allows us to adapt to customer preferences and continue to develop without payment limitations.



”

↓ **90%**

reduction in external development costs

FinDock makes it easy to manage payments related development in-house so that your teams can be more in control, and costs can be kept low.

“

We save around €10,000 per year on development costs because of FinDock.



FinDock: Payments on Salesforce.

FinDock is a native application that unlocks payments on the Salesforce platform. As payment methods and channels diversify, organizations need to be agile in order to meet their customer needs now and in the future. FinDock makes this possible.

With a robust payments architecture and user-centered tools to control end-to-end payments management, FinDock enables any organization to accept, process, and reconcile all payments directly in Salesforce.

And with unified and actionable payment data in Salesforce, you'll not only be able to achieve operational efficiencies but also deliver more meaningful and valuable customer experiences.

Find us on the **AppExchange**

For a detailed overview of FinDock's features, supported payment methods and processors, check out **FinDock Factsheet**

GET IN TOUCH

