



“Adesso is a high-performance provider of application services for Salesforce, with a clear focus on high service quality.”

Rainer Suletzki

# adesso SE

## Overview

Adesso is a provider of IT consulting, system integration and operation and software development services. The company was founded in 1997 and is headquartered in Dortmund, Germany. It has operations in 41 other locations, with approximately 5,600 employees in German-speaking countries. Adesso has approximately 230 consultants with Salesforce experience, of which about 100 have earned Salesforce certifications.

## Strengths

**Support model with a focus on client proximity and quality:** Adesso’s approach to managed application services focuses on enhancing the quality of services by deploying resources with project experience. This refers to both the analytical skills and problem-solving abilities of the personnel deployed. The company consistently offers its services from a location within Germany.

**High client loyalty:** The specific positioning of application services in terms of client proximity and quality means that many Adesso clients also purchase application services for

subsequent projects from the company. Thus, the company has a large number of references. This also provides the opportunity to ensure the smooth transition into operations already in the project phase.

**Cross-application competence:** Since Adesso has comprehensive competence in various applications related to Salesforce, such as SAP and Microsoft, the company is able to competently cover application services for exhaustive process chains.

## Caution

Adesso should examine the inclusion of German-speaking nearshore resources to be able to improve its cost position while ensuring service quality.

The company should describe the services offered in a structured service catalog that can be made publicly available.