# Acronis

**Reference letter for Itransiton**

Acronis is a global cyber protection company that provides natively integrated cybersecurity, data protecton, and endpoint management. Our solutons are being used by 20,000+ service providers and 750,000+ businesses in 150+ countries globally.

We have been working with Itransition as our software QA and development vendor for around a decade, and they have been dealing with our core products. So, when we faced the challenges related to our Salesforce stream (solution integration and delivery, new feature adoption, effective usage of Salesforce out-of-the-box functionality, etc.), turning to Itransition was an obvious choice.

They have been a long-term Salesforce Consulting partner, and their Salesforce expertise is truly remarkable. Moreover, with solid experience in software development, they bring best practices and proven approaches to project delivery and management into Salesforce-based projects.

So far Itransition has completed many projects, here are jost some of them:
• Implemented a complex multi-point integration solution signufucantly reduced the amount of manual work for our employees and enabled automatic targeted communication
• Implemented Knowledge Base and Customer Support portal with advanced support case routing and solution suggestion component that enabled our clients to find solution faster and in many csaes without need to contact support, while advanced case routing helped find the best-match agent for the case way quicker thus speeding up resolution time and boosting customer satisfaction.
• Introduced a full-fledged CI\CI process to speed up solution delivery without sacrificing solution quality and contributing to overall solution stability.
• Implemented integration with internal RnD task system (Atlassian Jira) which boosted support and sales productivity with live statuses of development task execution and allowed quick and presise prioritisation and impact estimation of product features deliverability to sales results.

We, at Acronis, would like to express our deep appreciation for the exceptional service Itransition has provided. Their Salesforce engineers, business analysts, and admins have consistently delivered high-quality work that has significantly contributed to the success of our projects.

What we value most is how well Itransition's team integrates with ours to deliver solutions that meet our business needs. The level of expertise and professionalism Itransition's team brings ensures we can deliver on our commitments, even under tight deadlines. The ability of their experts to adapt quickly, offer valuable insights, and provide innovative architectural solutions has been a game-changer for us.

Given the outstanding performance and consistent delivery, I highly recommend Itransition services to any organization seeking top-notch Salesforce professionals. We are grateful for the skilled professionals they continue to provide and look forward to continuing our successful collaboration.

Ksenia Demidova,
Director, Acronis Cyber Systems