About Us

Success Stories – Results - Tom and Teams:
$200 million+ in Sales Gains, $75 million+ in Margin Improvement*

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Trained by the Best Employers: **Cambridge Technology Partners, IBM**(spinoff) **Xerox, Dunn & Bradstreet Software, Cognizant, Infosys**

CERTIFIED SALESFORCE PLATFORM DEVELOPER I — 95% Complete*

CERTIFIED SALESFORCE ADMINISTRATOR

Salesforce 2019 Annual Conference Speaker

dreamforce Dreamforce 2019

Tom Ingram Presenter for Two Technical Sessions: "Lightning Console" and "Customer 360"

"How to Turn Computer Problems Into Competitive Advantage"
by Tom Ingram, Published 1998,
by the **Project Management Institute**

Book Review by
Philip Crosby,
Quality Pioneer

A NEW MODEL* FOR **INVESTING IN SOFTWARE COMPANIES**

Published 2004 by Tom Ingram and Associates
Update published July 2009
Update published Jan 2022

Top Success Stories – Five Categories

Technical Results	Agile Rapid Results	Sales Gains, Successes	Process Improvement, Cost Savings	Hot Situations, Big Trouble, Restoring Trust
Client Name Withheld to Protect Confidentiality **Current Client: Microservices, Open Source Linux, 80 Container, 5 server System with 244 Live Video Feeds. Leading development team.**	**TE** connectivity **Tyco Electronics** **$2.5 Million Immediate Funding in 60 days, *300 Requirements from 20 projects converted to 300 User***	**TE** connectivity **Tyco Electronics** *$216 Million Gross Profit Gain of Over Five Years******	**CALIBER HOME LOANS** *Reduced Process From 153 Steps To 89 Steps. "Touches" Reduced From 40 Per Letter To 15 Per Letter, In 60 Days.*	**TE** connectivity **Tyco Electronics** *Rapid Results, Success after Failure of Two Previous Vendors*

	Stories in 60 days. ***200+ user stories to production in 14 months***			
Tyco Electronics (TE) Led technical jumpstart for extreme complexity Salesforce Customer 360 and Lightning Console migration	**BOEING** **150 User Stories Written in 120 Days**	**Celanese** The chemistry inside innovation *$10 million Services Sale in 90 days from Saving Project In Trouble*	**TEXAS INSTRUMENTS** *$2.25 Million Savings, 400% Customer Service Improvement, $5 Million+ In Cash Freed Up, Completed In 120 Days.*	Client Name Withheld to Protect Confidentiality **$3.5 million settlement for client as Expert Witness against software developer**
BOEING **Led extreme complexity consolidation of *8 business units, 11 interfaces* and *1000+ users* to single instance of Salesforce**	**Fidelity** **640 Requirements consolidated to 284 User Stories in 60 Days**	**P&G** *$5.5 million Services Sold, First Sale to Marquee Account In 60 Days*	**CROSSMARK** *$30 Million Savings over 5 Years, Reduced 97 step Quoting Process to 49 Steps*	**Celanese** The chemistry inside innovation *Turnaround of $5 million project in trouble in 90 days*
TEXAS INSTRUMENTS *Bleeding Edge technology delivered On-Time, On-Budget, As Promised, including Interface to Home-Grown Accounts Payable System*	**MORRISON SUPPLY COMPANY** a MORSCO company *$500,000 Savings from $100,000 Investment, 1.3 Million Pages Made Paperless in 5 Months*	**OmnicomGroup** *Placed New President Who Turned Losses into $100 million+ in Profitable Services Sold Eight Years*	**FritoLay** Good fun! *25% Reduction In Accounts Payable Cost Per Invoice, Cycle Time Reduced By 25%. Completed In 90 Days.*	**TDI.TEXAS.GOV** TEXAS DEPARTMENT OF INSURANCE *$8 million Program Delivered Successfully, Despite Bankruptcy Of Employer, Extreme Technical Trouble*
Golden Spread Electric Cooperative, Inc. Led two complex projects where Designed User Interface for REAL-TIME POWER GENERATION DASHBOARD, SCADA, AZURE, multi-MS Server systems with RESPONSIVE software development. Office 365, SharePoint, MS EXCHANGE, ACTIVE DIRECTORY. Overcame significant problems with new tech.	**Mitel** Powering connections *12 High Impact, Rapid Prototype Projects in 90 Days.*	Premium Retail Services *Placed New General Manager and Team Which Sold $100 Million In Services Over 10 Years At Healthy Margins*	**MORRISON SUPPLY COMPANY** a MORSCO company *$500,000 Savings from $100,000 Investment, 1.3 Million Pages Made Paperless*	
Mitel Powering connections *Consolidated 30 Old Systems to One Current Technology*	**Golden Spread Electric Cooperative, Inc.** 25+ apps in 90 days. 198 User Stories Defined, 45 into production, FIRST AGILE SUCCESS for company.	**CROSSMARK** **$10 Million per year Sales Gain Over Five Years**	**FLOWSERVE** *Replaced $750,000 Software Package For $125,000, $350,000 Savings Per Year Due to Extreme Cost of Mistakes, in Production in 120 days.*	

640 Requirements consolidated to 284 User Stories, Process Mapping, Architecture, ERD, 38 Standard, 7 Custom Salesforce Objects, Nine Integrations, 45 Record Types Defined in 90 Days with Requirement Traceability			**$100,000+ Savings from Prototype in 60 days**	
			$300,000/year Savings, $2.5 Million Additional Savings Identified, $500,000 Payback from One Power User. 30% Reduction In Cost, Steps for Project Management throughout Company	
			Reduced "Time to User Value" from 5 Months to 30 Days	
			Order Processing Time Reduction from 5 Days to 1 1/2 Days. Project completed in **90 days**.	

CRM Expert Witness Win: $3.5 Million Settlement for Client

Tom's Education, Certifications, Publications

- SALESFORCE PLATFORM DEVELOPER 1 Certification* (95%)
- Salesforce Admin 201 Certification
- Certified Management Consultant Certification, 2004, the Institute of Management Consultants, (expired)
- PMP Certification, 1994
- Book, Peer Reviewed Journal Study published by PMI, 1996-1998
- Dozens of articles, case studies on effective results from computer projects
- B.S., Iowa State, Electrical Engineering minor work, Business Degree, 1997, prior to

Additional Details:

- [Tom's Salesforce Technical Resume](#)
- [Tom's Revenue Generation Record](#)