Rimini Street

The Salesforce Skills Gap



Having problems filling key Salesforce[®] roles? Concerned about the impact?

You're not alone. The data below confirms: It's even worse than you think.

The Salesforce ecosystem is huge, and growing...

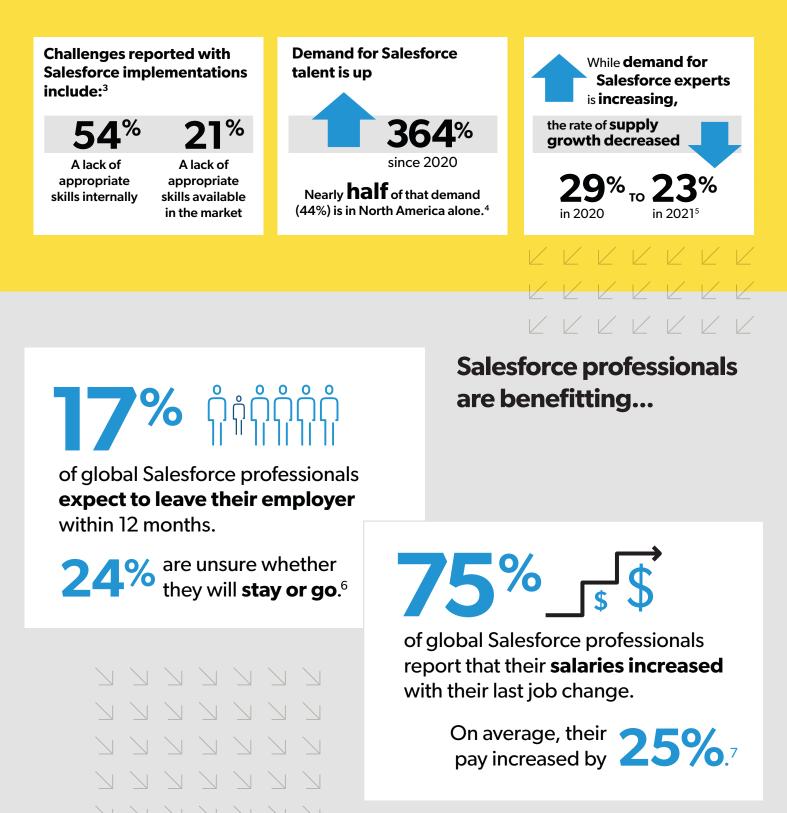
Salesforce is in global CRM market share with 23.9%, which is nearly 1 in every 4 users globally.¹

The Salesforce economy will create

9,300,000 jobs AND \$1,560,000,000,000

in new business revenues by 2026.²

...with Salesforce skills in high demand.

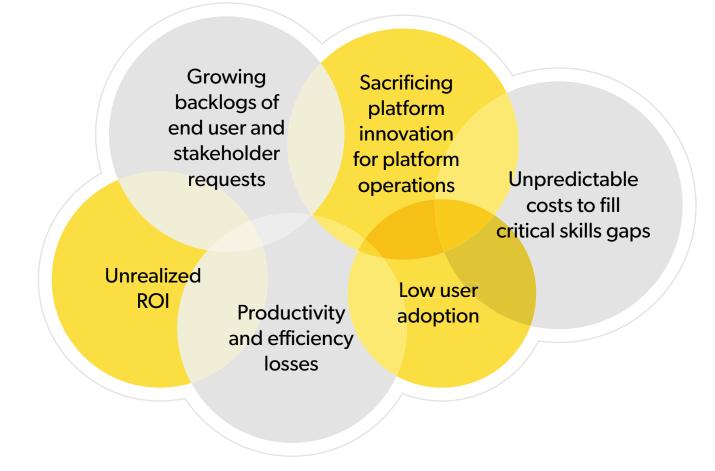


...as the Salesforce innovation model contributes to its own skills gaps.



Ongoing Salesforce updates require additional upskilling, and most open positions require both **Salesforce technical skills** and **industry-specific business knowledge**.⁸

How Salesforce staffing challenges can impact you:



A word about Rimini Street managed services for Salesforce:

66

... for about the same cost of hiring one reasonably experienced Salesforce administrator, I have access to a worldwide group of highly qualified engineers. And not having to continually lobby for

funding is a major plus."

Patrick Haley

Sr. Director of Sales Operations NTT Global Data Centers Americas

LEARN MORE

Read NTT's success story	Learn tactics to help you solve your Salesforce resource challenges	
Rimini Street [®]		

- 1. Salesforce, "Salesforce Ranked #1 in CRM Market Share for Eighth Consecutive Year," December 16, 2021
- 2. IDC, "The Salesforce Economic Impact," September 20, 2021, p.4
- 3. Mason Frank International, "Mason Frank's Careers And Hiring Guide, 2021-22," p.31
- 4. 10K, "Salesforce Talent Ecosystem Report 2021," p.7
- 5. 10K, "Salesforce Talent Ecosystem Report 2021," p.3
- $6. \ Mason Frank International, ``Mason Frank Salary Survey 2020/2021, Extended Edition, '`p.62$
- 7. Mason Frank International, "Mason Frank's Careers And Hiring Guide, 2021-22," p.16
- 8. Forbes, "America's Businesses Are Running On Salesforce. Why Aren't We Training New Workers On It?," August 12, 2020

© 2022 Rimini Street, Inc. All rights reserved. "Rimini Street" is a registered trademark of Rimini Street, Inc. in the United States and other countries, and Rimini Street, the Rimini Street logo, and combinations thereof, and other marks marked by TM are trademarks of Rimini Street, Inc. All other trademarks remain the property of their respective owners, and unless otherwise specified, Rimini Street claims no affiliation, endorsement, or association with any such trademark holder or other. This document was created by Rimini Street, Inc. ("Rimini Street") and is not sponsored by, endorsed by, or affiliated with Oracle Corporation, SAP SE or any other party. Except as otherwise expressly provided in writing, Rimini Street assumes no liability whatsoever and disclaims any express, implied or statutory warranty relating to the information presented, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose. Rimini Street shall not be liable for any direct, indirect, consequential, punitive, special, or incidental damages arising out of the use or inability to use the information. Rimini Street makes no representations or warranties with respect to the accuracy or completeness of the information provided by third parties, and reserves the right to make changes to the information, services or products, at any time. LR0000279 | US-070822