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.

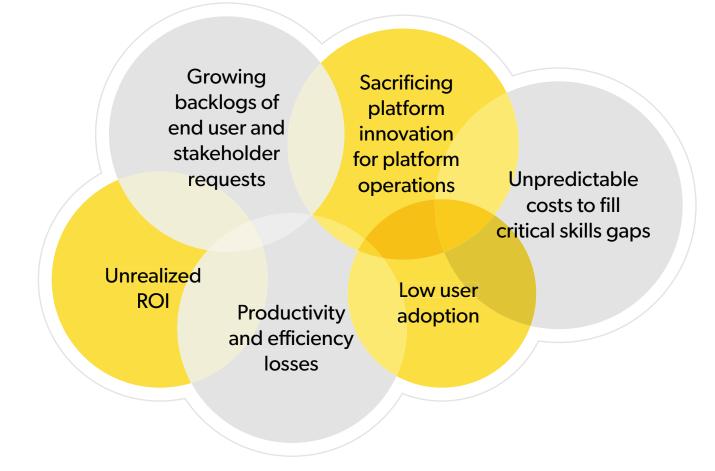


...as the Salesforce innovation model contributes to its own skills gaps.



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:

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... 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

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