



Akidev's Core Service Offerings

Salesforce.com is the customers' success platform of choice for many organizations. When it comes to getting the most out of this powerful tool, experience matters. Akidev's Salesforce.com practices help clients get the best out of their Salesforce investments. Our capabilities include implementation, integration, customization, configuration and maintenance services for Salesforce Sales Cloud, Service Cloud, Marketing Cloud and Desk.com. Our forte includes deep expertise in Salesforce custom application development using Force.com and building mobile based applications.



End-to-End Salesforce Services

Akidev offers end-to-end Salesforce services to address the business requirements of our customers – customizing and implementing Salesforce, developing applications, and maintaining applications. Our Salesforce experts employ best practices to enhance performance and increase adoption.

Being a one-stop shop our customers benefit from not having to deal with multiple vendors and contractors. With the expertise we have gained over several Salesforce.com projects across industries and types of organizations, we are able to help our clients realize the benefits of their investments faster. Our unique sprint based approach where end-users are brought in at the end of each sprint ensures the feedback is integrated as we go along, and there are no surprises at go-live.



Salesforce Implementation / Rollout Services

Getting the best out of a Salesforce implementation requires clear, strategic goal setting and planning. Akidev's Salesforce implementation services simplify the process by working with our clients to understand their unique business context and technical landscape and then developing a strategy for swift and cost-effective implementation. Capabilities include:

- ▲ Modelling Salesforce business processes
- ▲ Workflow management through triggers, workflow processes and custom modules
- ▲ Setting up profiles and users
- ▲ Defining and mapping role hierarchy for organizations
- ▲ Define groups and sharing rules
- ▲ Creating and deploying templates, workflows and approvals, reports and dashboards

Custom Application Development

Akidev has extensive experience developing and customizing Salesforce solutions to suit the business needs of our clients. We can develop and integrate complex Salesforce applications and also customize and extend existing applications. Capabilities include:

- ▲ Develop and customize Salesforce solutions to suit the business requirements of the clients and extend existing applications
- ▲ Leverage Salesforce products developed at Akidev COE
- ▲ Evaluate and customize products on the Salesforce App exchange
- ▲ Leverage Salesforce Chatter and its API to increase Collaboration

Application Integration

Akidevs' integration services help you integrate Salesforce with existing on premise applications or other applications or other cloud applications. As per the clients' requirements, technical landscape, and time constraints, our experienced consultants recommend the best integration approach.

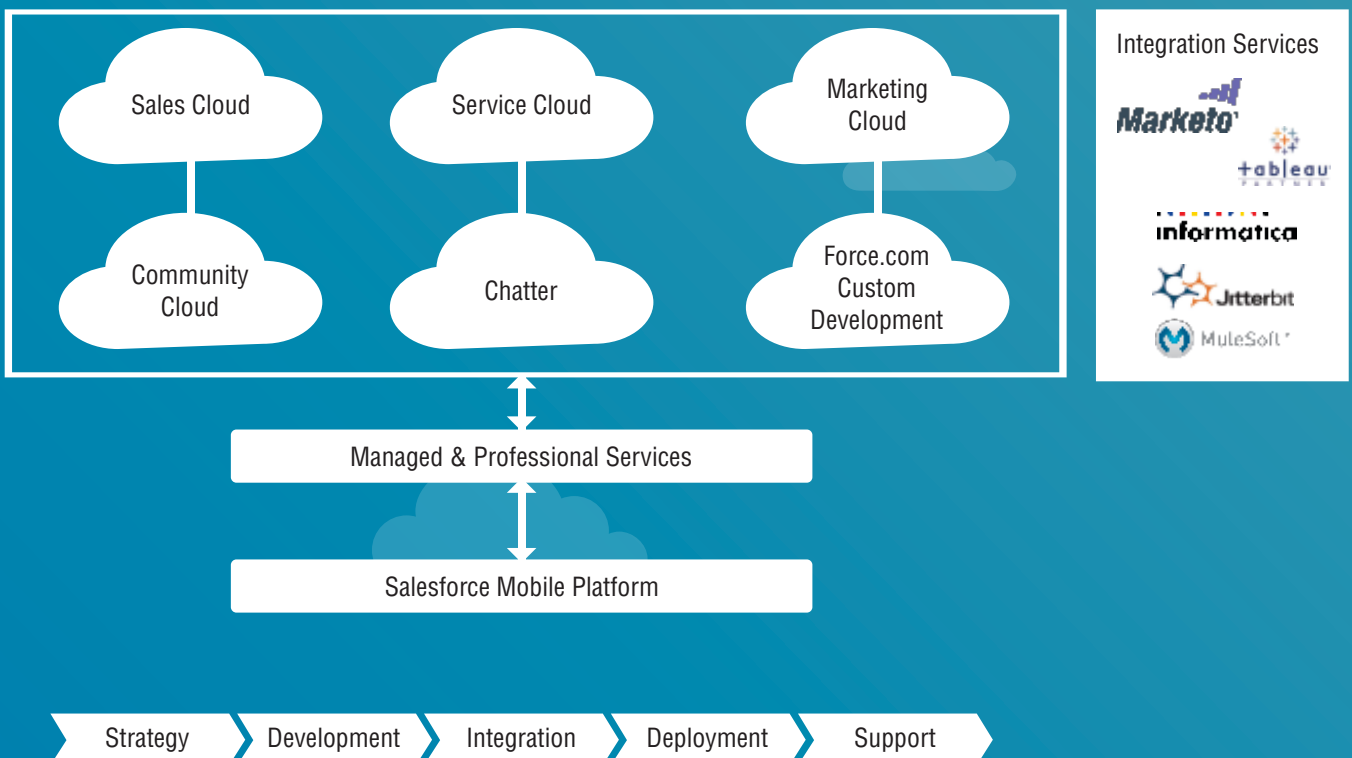
- ▲ Comprehensive enterprise integration solutions using ETL and custom frameworks to fit the overall architecture of the customer
- ▲ Enterprise middleware based integration solutions for Salesforce using ESB (Enterprise Service Bus) tools like TIBCO, Mulesoft etc.
- ▲ Custom integration frameworks for Salesforce using SOAP and REST web based services
- ▲ Data integration solutions for Salesforce using ETL tools like Informatica and Dell Boomi

Maintenance

Management post implementation is important for getting the best out of Salesforce investment. Akidev has a well-defined approach for providing Salesforce maintenance services. Our Salesforce experts employ best practices to enhance performance and increase adoption.

- ▲ Well-defined approach for maintenance services
- ▲ Efficient support in an admin role completely replaces clients' need for an internal Salesforce admin
- ▲ Maintenance includes resolving open tasks, assessing usage, updating the records regularly, taking back-ups, etc.
- ▲ Continuous maintenance services allows clients to focus on their core business

Akidev Salesforce Services



Services Overview

Advisory Services :	Assess your business goals to determine whether or not you require salesforce.com services and how Salesforce helps you meet business goals. Assess the maturity and readiness levels of your current IT infrastructure and resources.
Strategy Services:	Develop a tangible strategy and roadmap for achieving your business goals. Ensure overall readiness as you prepare for organizational transformation.
Implementation Services:	Board a transparent, collaborative and iterative deployment that ensures successful implementation of your Salesforce.com roadmap. We have expertise in handling complex, highly customized, global rollouts and deployment with the help of test methodologies and implementation frameworks.
Migration Services:	Cleaner, faster and efficient data migration from legacy CRM systems to Salesforce.com
Custom Application Services:	Develop innovative and engaging customer and employee facing applications using Salesforce.com platform. Build seamless and intuitive mobile and social experience
Integration Services:	Selecting right integration approach that would deliver desired results with minimum time and resources. Seamlessly integrates with your Salesforce instance and with your internal systems, external applications and other cloud and Salesforce instances
Testing Services:	Exhaustive suite of functional, unit, load and security testing services for your Salesforce.com deployments for both manual and automated testing services
Support and Maintenance:	Ensure seamless and on-going application, data, user and security management

Why Akidev?

We are best positioned to help you get the best value out of your Salesforce.com investment –

Flexibility:

For organizations that are thinking about migrating their CRMs to the cloud, we guide them in assessing requirements and evaluating Salesforce products. For organizations that have Salesforce implemented by now, we offer best support and maintenance services. Irrespective of which phase you are in, we can quickly step-in to grasp, stabilize and accelerate your journey.

Efficiency:

Our best practices, methodologies and frameworks when combined with our proprietary assets, help us in providing clean and effective deployments.

Business Acumen:

For successful implementation of Salesforce we require a deeper understanding of the industry and functionality and processes. When you sign up for Akidev services, we ensure a team of experts with extensive experience in your industry. This ensures quick and high adoption rates amongst users and delivers maximum value for our customers.

Our Cloud Capability:

As a cloud based company which uses cloud solutions for most of its internal systems. We truly believe in business and functional values that cloud offers. Most of our implementations are on the cloud, with little on-premise work requirements. This ensures hassle-free, low cost implementations.

About Us

Akidev Corporation is a pioneer in IT services and based out of Silicon Valley. Our continued growth is a testament to the confidence of our clients' experience. We add real value to global organizations through domain expertise plus solutions, with proven success and world-class service.

In an increasingly complex and rapidly changing world of Enterprise IT application, it's time to take the lead with Akidev. It's time to experience our conviction.

Contact Us:



Akidev Corporation

38750 Paseo Padre Parkway, Suite # A12, Fremont, CA 94536
Telephone: +1.510.991.6622, Fax: +1.510.991.6622
info@akidev.com

India

Akidev Corporation

1194/6 Jitendra Villa, Floor 1, Off Ghole Rd, Shivajinagar, Pune - 411005