



SALESFORCE SERVICES

Co-creating Salesforce Solutions for a Better Future

Salesforce is changing the way businesses connect with their customers; Stefanini will revolutionize the way you use it.

With our decades of IT and business process optimization experience, Stefanini knows when something big comes along. Salesforce is the world's #1 Customer Relationship Management (CRM) Platform and #1 Customer Success Platform, making it an essential platform for your business. With Stefanini's knowledge and expertise of Salesforce's extensive ecosystem of partners, applications, and SaaS solutions, Stefanini can leverage its capabilities to innovatively solve your business needs.

Stefanini will make sure you get the full advantages that Salesforce offers by providing you with the skills, training, and resources you need to optimize your Salesforce platform.

We will help your business integrate new digital innovations like

AI & Cognitive Computing
Marketing & Digital Performance
Industrial Automation & IoT
Digital Transformation Services
And more

We'll provide you with the expertise to successfully manage, integrate, and enhance your Salesforce platform.

With our big-picture vision and proven ability to be a flexible, agile partner to fit your business needs, we will work with you to create a long-lasting partnership based on evolving your digital enterprise. We will align your Salesforce experience with your digital strategy to maximize your ROI and transform your business for a brighter, more agile future.



BUILDING YOUR SALESFORCE SOLUTION

The cloud-based Salesforce platform is the world's most customizable and successful solution for CRM.

However, with the incredible amount of options and applications available through the Salesforce ecosystem, companies have been struggling to find, train, and retain staff who have the ability to navigate and manage Salesforce's numerous offerings.



By partnering with Stefanini, we ensure that you are getting the most out of your Salesforce investment by delivering the expertise you need to make Salesforce work for you.

We will help guide you through Salesforce's numerous capabilities including:

Optimizing your Salesforce Platform (PaaS)

We will help your business benefit from the many Salesforce platform offerings, including:

- Lightning Designer
- Form Builder
- REST and SOAP APIs
- Einstein (AI)
- Mobile
- Process Builder
- Report Builder
- Custom Objects
- Analytics
- ...and more

Implementing the Right Software (SaaS)

We will make sure you're leveraging the right software for your business, including:

- Sales & Service Clouds
- Marketing Cloud
- Commerce Cloud
- Community Cloud
- IoT Cloud
- ...and more

Integrating the Ecosystem of Applications & Extensions

We will help you navigate and implement the most beneficial applications for your company, including:

- Configure, Price, Quote (CPQ)
- Document Management
- Quotes & Orders
- ERP Apps
- Productivity Tools
- Contract Management
- HR & HCMS Apps
- and 1,000s more

By cohesively considering and optimizing Salesforce to match the needs of your company, we will ensure that your company achieves optimal service with cost-effective delivery. We will deliver remarkable innovation to the way you market, sell, service, and engage your customers while increasing sales, improving customer satisfaction, and providing engaging digital experiences.

STEFANINI TOTALCARE

Businesses face many challenges in finding the optimal way to support Salesforce, especially when it may have originated in marketing, sales, services, or other non-IT lines of business. Stefanini TotalCare is a long-term partnership designed to provide comprehensive Salesforce support, management, and enhancement from end to end. We collaborate with your company to ensure that you make the most out of your Salesforce investment with support solutions tailored to your business needs.

Our TotalCare partnership will

MAXIMIZE YOUR ROI

- Deliver continuous improvement after your initial implementation
- Enable you to leverage latest innovations
- Free your resources to focus on higher-value tasks

MINIMIZE YOUR RISK

- Salesforce-certified resources
- Vacation, sickness, and resignation proof
- Periodic Salesforce health check and progress report

EFFECTIVELY MANAGE COSTS & RESOURCES

- Cost-effective options and pricing
- SMART-Shore resourcing - Onshore/Nearshore/Offshore
- Scale up or down based on need

MANAGING AND EVOLVING YOUR SALESFORCE PLATFORM

Our TotalCare service spans basic support via managed services to more strategic consulting services, allowing you the flexibility to find the right fit for your company. We can help manage and evolve your Salesforce platform to achieve maximum ROI with the following service tiers:

INCIDENT RESPONSE & ADMINISTRATION

- Help Desk/Incident Response (with pre-defined SLAs)
- User Management, Permissions, Roles & Profiles
- Basic Object & Field Customization
- Reports & Dashboards Setup & Support

STRATEGIC ADVISORY & PLANNING

- Adoption & Implementation Accelerators
- Lightning Upgrade
- AppExchange App Setup & Integration
- Analytics, AI/Einstein, & IoT Advisory
- Data Cleansing, Deduplication, and Migration
- On-time, Short-Duration Projects

ADVANCED ADMINISTRATION & ENHANCEMENTS

- Advanced Object & Field Customization
- Workflow & Approval Process Customization
- Lightning Designer, Process Builder, Connector
- Salesforce Release Planning & Support
- Chatter & Salesforce1 Mobile Administration
- TotalCare Success Manager assigned

CUSTOM DEVELOPMENT & INTEGRATION

- Custom Development Services: Full spectrum of Salesforce platform architecture and implementation services including marketing, sales, service, communities, and CPQ
- Platform Integration Services: Leveraging enterprise integration platforms to integrate Stefanini's digital services, ERP systems, and other leading digital solutions
- Cognitive Solutions: Leveraging our own Sophie AI platform for service desk automation
- IoT: Combine Salesforce IoT App Orchestration with our Industry 4.0 expertise
- Customer Service: Combining ITSM, contact center, and knowledge management expertise with Service Cloud deployments
- Field Service Lightning and ServiceMax deployments
- Salesforce Delivery Governance model utilizing Agile and global delivery best practices to ensure successful project delivery and high ROI

With TotalCare, we also provide a Success Manager as a point of contact to ensure your goals are being met with monthly reporting, as well as a regularly scheduled Salesforce health check.

Plus, to fit your business' unique needs, these services come with a flexible delivery package. We offer the first two tiers as remote managed services with the option of a set, predictable monthly subscription, as well as options of block or hours, and a la carte pricing. Think of the Strategic Advisory offerings as mini-projects lasting from 4-8 weeks and the Custom Development & Integration as projects that take 3 months or more, delivered with a blend of on-, off-, or nearshore staffing to suit your needs.



WHY STEFANINI?

As a global provider of technological services, Stefanini is uniquely capable of providing solutions for your business environment. Stefanini can deliver quality to your company with our:

GLOBAL EXPERIENCE


- \$1B global service provider
- Customer service & success at our core
- Strong global competency and capability in 35+ languages
- Proven "SMART-Shore" offshore/nearshore/onshore delivery model

MANAGED SERVICES EXPERTS

- Focus on total cost of ownership
- Leverage lower-cost resources without compromising quality
- Predictable, scalable cost structure with packaged subscription services

FULL APPLICATION DEVELOPMENT, DELIVERY, & LIFECYCLE EXPERTISE

- Best practices and continuous improvement approach to Salesforce delivery
- Salesforce-certified team
- Salesforce consulting, integration, project management, and strategic planning experience



Stefanini is big enough to deliver solutions to your company while small enough to be an agile partner to your specific business needs. Let us help you optimize your Salesforce experience and digitally transform your company for a brighter, more agile tomorrow.

 **stefanini**

Headquarters
North America - Southfield, MI, USA
T 800-522-4451 | 248-357-2866
Global - Sao Paulo, Brazil
T +55 11 3039-2000
EMEA - Brussels, Belgium
T +32 2 620 20 20