

Salesforce managed services



Successfully advancing your organization's goals with the Salesforce platform takes strategy, configuration, and development expertise. CGI's certified Salesforce experts deliver support and maintenance services that give your organization the power to leverage Salesforce solutions to the fullest.

Our approach to Salesforce managed services

CGI delivers Salesforce application maintenance and support for your existing implementations, including administrative, development and business consulting services. Our expert teams facilitate administrative changes and enhancements to implementations to ensure high levels of adoption and utilization. We leverage collaborative working sessions for platform enablement and client training. Our Service Level Agreements (SLAs) ensure consistent solution timelines and transparency of requirements with our teams. We leverage Salesforce Communities to give clients real-time status updates on all requests.

Scope of services

Operations

- **Incident management:** We provide service as per agreed SLAs.
- **Access requests:** We perform admin related tasks such as user activation/deactivation, profile changes and access to permission sets and public groups.
- **Problem management:** We improve operational efficiency via root cause analysis and bug fixes.
- **Data loads:** We provide support for scheduled and ad-hoc data migration, and data loads using Data loader.
- **DevOps:** We leverage DevOps best practices to enhance your Salesforce environments and ROI.



Transforming customer engagement with Salesforce

As a Salesforce Partner since 2010, we work with clients to implement Salesforce customer engagement solutions with a boutique client relationship approach, backed by CGI's global insights and local proximity. Having the right Salesforce partner makes a difference in how organizations manage change and achieve better adoption and business results. When it comes to Salesforce implementation, CGI's approach is unique. We put people—users, customers, employees, and partners— at the center. We help organizations succeed in adoption by providing tools customized to their needs so our clients get full value from their Salesforce investment.

Bringing deep Salesforce expertise across industries, we offer strategy and consulting services, design and implementation, integration, managed services, and accelerators for clients leveraging the Salesforce platform.



Maintenance

- **Change requests:** We perform code changes for break fix and small changes/enhancements.
- **Support for maintenance releases:** Our teams minimize the impact to production via creation of end-to-end functional scripts.
- **Liaise with Salesforce support:** We provide ownership of the issues, communication and closure with Salesforce technical support for cases raised with Salesforce on product bugs and limitations.
- **Knowledge management:** Our experts build up a knowledge base using recommended tools such as Wiki and Confluence.
- **Tech debt management:** We clean up organizations via merge, data clean up and by removing redundant code.
- **Performance improvement:** We provide improvements to slow performing pages via code optimization.

Continuous improvement

- We work to improve stability and efficiency of systems supporting critical business functions.
- Our approach reduces cost of operations due to adherence to SLAs.
- We deliver an increase in productivity through robust knowledge management and automation processes.
- We provide a regular cadence of process evaluation and review for continuous improvement.
- We have flexible ramp-up/ramp-down models and flexible support models to meet client needs.
- We have flexible commercial models including managed services and staff augmentation.

Optimized managed services teaming

- **Subject matter expertise:** We select resources based on focus areas. For example, our Portugal Center of Excellence (COE) has a specific focus on communities.
- **Availability:** Based on the timing of the need, we can support all geographies.
- **Customer request:** Based on our clients identifying long-term needs for supplemental staff, CGI is able to plan in advance for resources. We select the most commercially attractive option from our global COEs.
- **Scalability:** CGI has experience in scaling our managed services processes and staffing approach to meet your organization's evolving needs.

Our Salesforce credentials include:

- 500+ completed Salesforce projects for 300+ clients
- 9.4 Salesforce customer satisfaction rating
- 500+ certified team members
- 2018 Salesforce 'Best Bolt in Manufacturing' Award
- 2017 Manufacturing Solution of the Year nominee
- 2015 Salesforce Innovator Award

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

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