



# Growth through technology and innovation

Your Service Management partner for Salesforce









Alscient is a UK and EU based Salesforce Partner. Our team consists of Salesforce certified specialists that are dedicated, passionate, and focused on customer satisfaction and successful outcomes.

As a fully certified Salesforce partner, we take a flexible approach, tailored to your requirements. Whether you're looking for support for an existing Salesforce Org or a full-scale digital transformation project, we're here to help.

A trusted partner to businesses across the UK and EU

We are recognised as one of the most competent and successful Salesforce partners across the UK and EU. A success that is built on customer satisfaction, quality and value.

Our Credentials

Offices in UK and France	Over 12 years Salesforce experience	70 dedicated people
		
5/5 CSAT Scores	Over 160 technical accreditations	ISO 9001, 20000 & 27001 UKAS accredited
		

A comprehensive portfolio of Salesforce solutions

Project Delivery

Our delivery teams have a wealth of experience and knowledge from 12 years of building and developing Salesforce solutions across different clouds and sectors.

Service Management

Our Service Management team are focused on quality of service. We are ISO certified by UKAS and follow strict ITIL processes to ensure your service runs smoothly.

Managed Service

Our Salesforce Managed Service is complete peace of mind. We bring our delivery and service management teams together under a managed service to allow you to focus where you need.



# Alscient Service Management provides security and peace of mind.

## Our Help Desk provides support and assistance when you need it.

### What we offer

#### Modern, Automated Help Desk

What better solution to use for our help desk than Salesforce itself.

We configure your Service Management Portal to your needs, with your SLAs and the experience you need.

Our basic service provides the ability to raise cases by email or phone, custom SLAs with escalation notifications and performance dashboards.

We provide options for:

- Automated, AI based contact centres using Salesforce Service Cloud Voice.
- Self service portal for raising and managing service cases.
- Custom dashboards to improve management and support.
- Automated processes such as password resets or request approvals to improve your user experiences.
- Integrations to other systems

#### Dedicated Team

Your service team will be trained, certified and focused on the delivery of service success and customer satisfaction. You will have a dedicated Service Manager and Service Supervisor who are responsible for all aspects of the service.

Within the team of service analysts you will have access to admins, developers, cloud experts and architects who will work together on the cases raised and deliver all other areas of service agreed.

You will be given access to our Head of Service Management and CEO who will reach out occasionally to ensure your service is running beyond the necessary level of satisfaction.

#### Continual Improvement

We hold regular service reviews with you and include past performance, opportunities for improvements, future planned change and necessary upgrades.

Our approach to continual improvement allows us to deliver a better and higher value service as time goes by.

### Why us?

We have been delivering high value service management solutions to customers for over 12 years.

Our goal is to achieve 5/5 levels of customer satisfaction. As well as ensuring your Salesforce platform delivers as expected, we take care of you and your users with a keen eye on customer service as well as your Salesforce environment.

We regularly review performance and provide feedback using online dashboards and reports as well as face to face service reviews and meetings.

We flexible and proactive. We adapt and change as your service and organisation changes.

We pride ourselves on customer satisfaction and retention which you will see across everything we do.

Your investment in Salesforce is significant and we help realise and release the maximum value.

Trusting us to deliver your service gives you peace of mind and security while relieving you to focus on the more important things in and around your business.



### Boost the potential of your Salesforce Org and maximise the benefit for your users

When things go wrong, you need a quick resolution delivered in a safe solution.

From password resets and new users to improving business processes and fixing broken integrations, your service management team are always on hand.

Change is constant and Salesforce never sleeps. A healthy roadmap of new improvements and features requires insight and analysis to ensure no business impacts while ensuring you reap the benefits.

Stay ahead of the competition and get the most from your decision to use the World's #1 CRM.

**Salesforce drives business benefits and returns however it requires expert care and support.**

## What makes Alscient different?

In-depth sector experience

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Proven track record with many satisfied customers

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Extensive experience across the Salesforce platform with many certified specialists

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Speed to market – ability to turn things around quickly

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Full Salesforce Voice channel coverage

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Able to move quickly to support opportunities and shorten the sales cycle

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An experienced systems integrator

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One of only a handful of independents with both Salesforce and AWS capability

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Talk to our specialists to see how we can help you on your service management journey.





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