

YOUR PARTNER FOR INNOVATION IN SALESFORCE

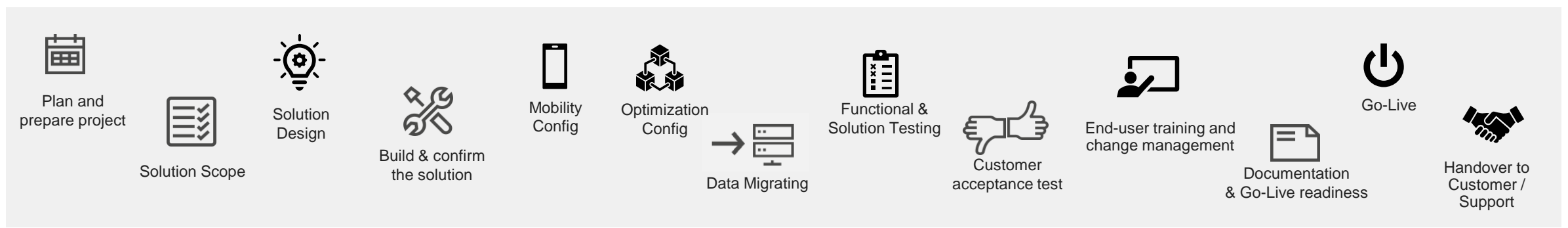


Service Offerings

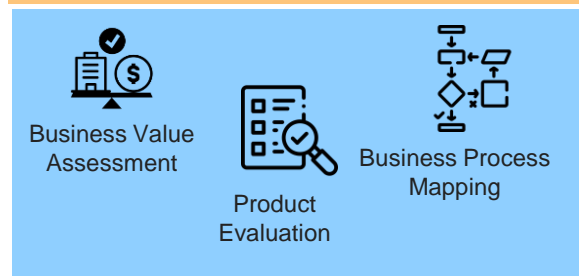
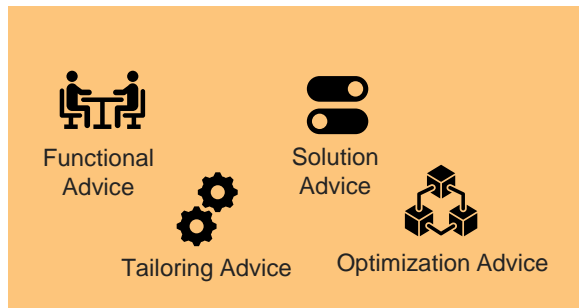


Who are we, what we do, How do we do

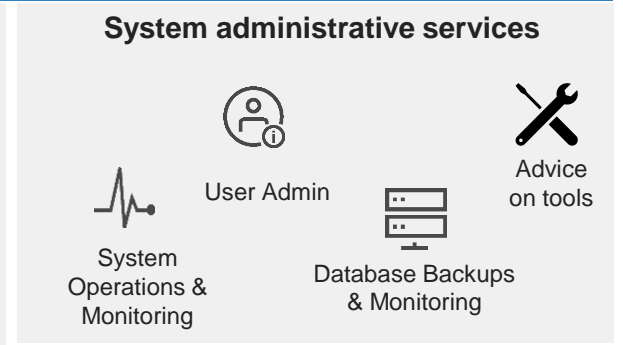
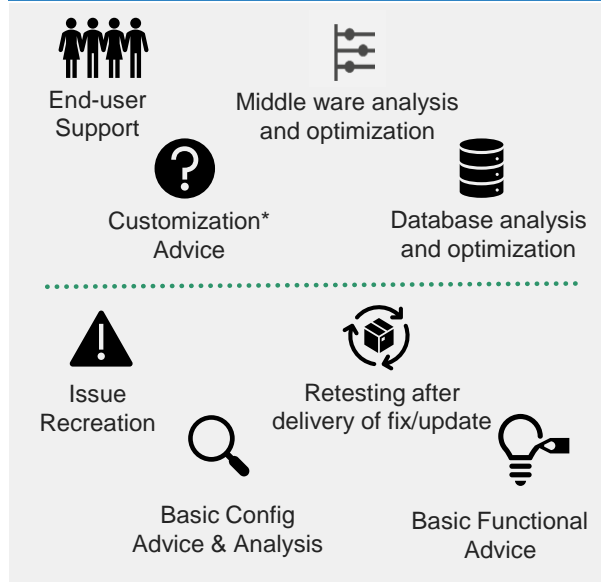
SERVICE MANAGEMENT IMPLEMENTATION



EXPERT BEST PRACTICE SERVICES (POD)



COMPETENCE & OPERATIONAL SERVICES



Omnivise Consulting

Service Offerings



Solution Health
Check



Optimization
Tuning



Customer
Success



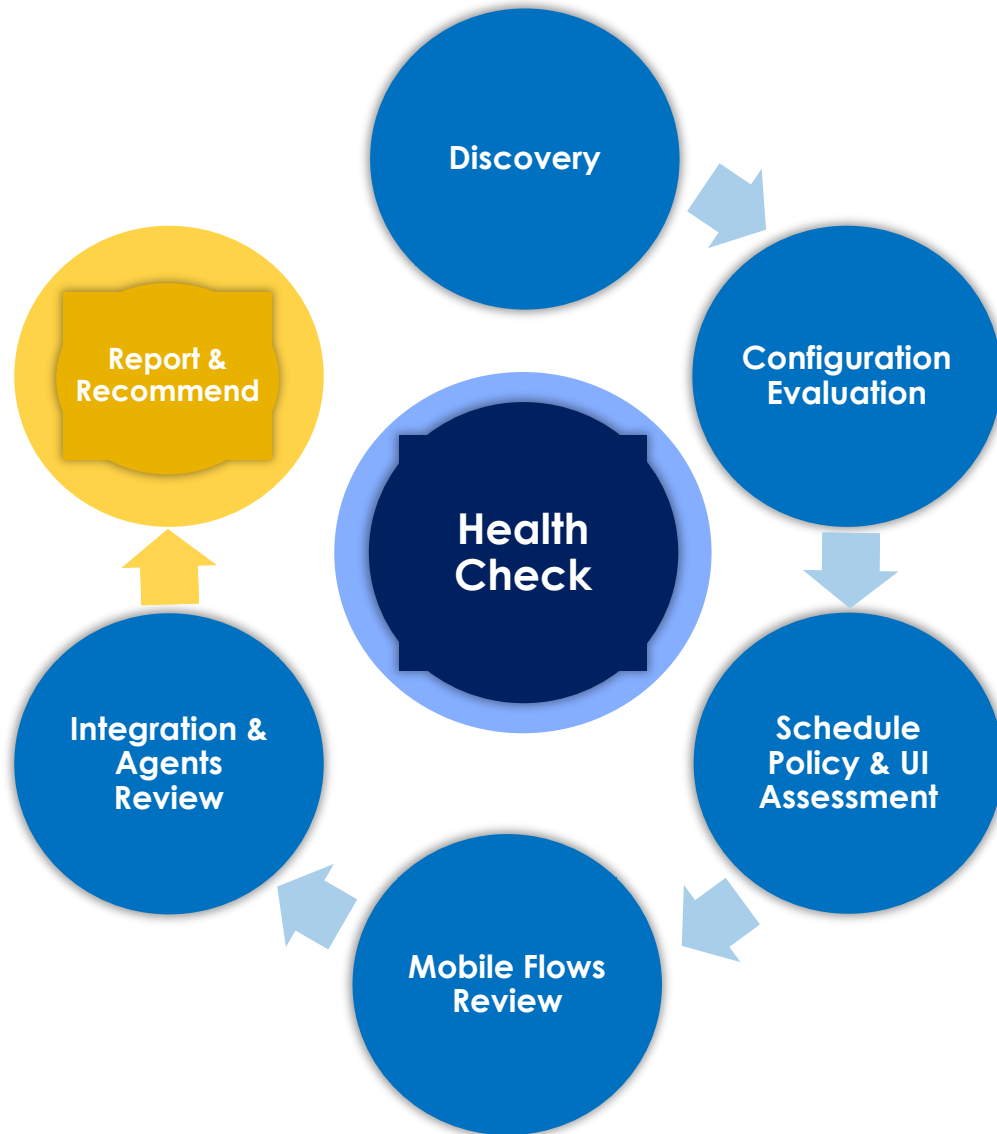
Managed
Services



FSM
Transformation

Offerings

Solution Health Check



3 Week Engagement

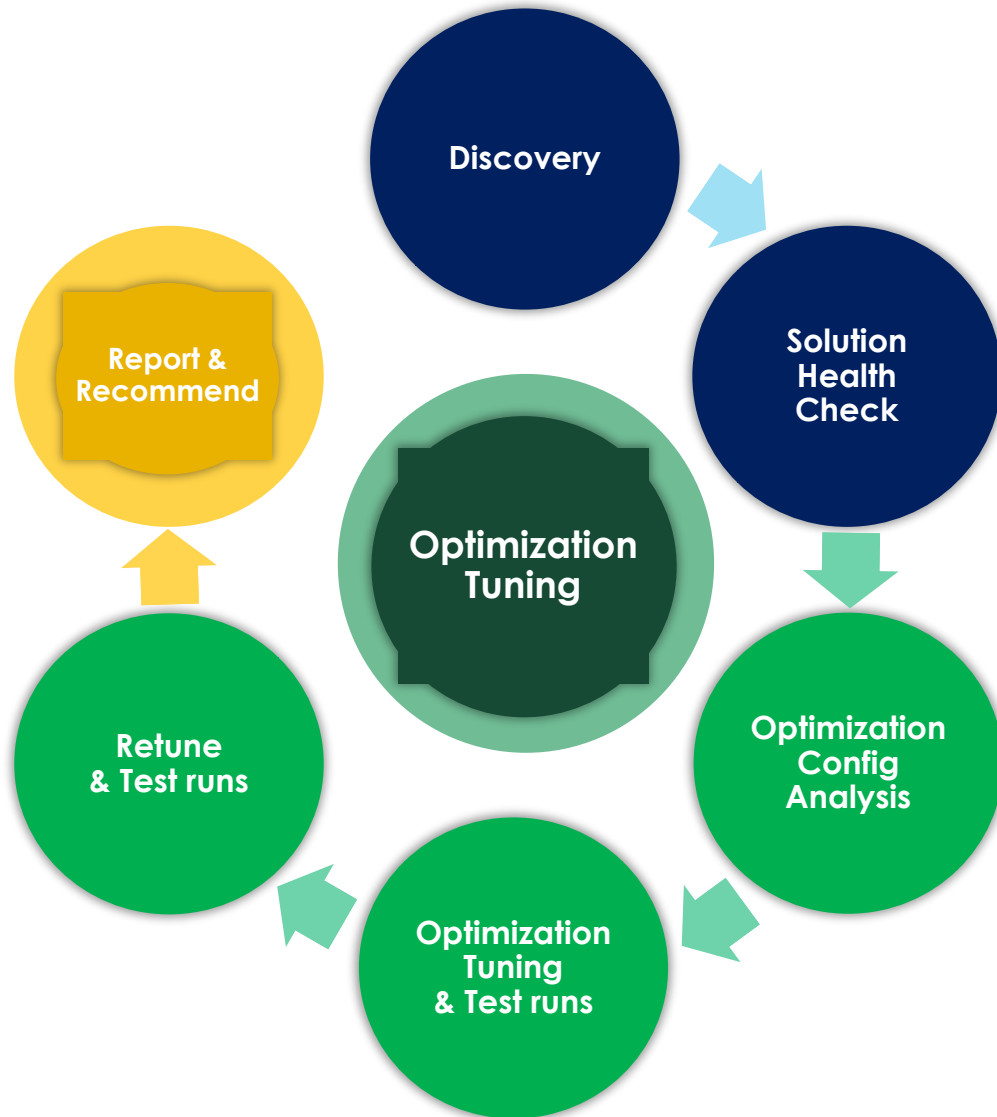
Deliverables

- Assessment Summary Report
- Solution Recommendations



Offerings

Optimization Tuning



7 Week Engagement

Deliverables

- Assessment Summary Report
- Optimization Tuning Recommendations



Offerings

Customer Success



Customer success management

- As a **Trusted Partner** bring specialized expertise and industry knowledge to the table. Provide subject matter expertise and sources of valuable insights.
- Work closely with customers to understand their goals, challenges, and expectations.
- Regularly communicating with customers to understand their specific needs and challenges to tailor solutions and support to meet customer needs effectively.

Customer/ Technical support

- Provide **Product specialist** service to the Operational Support Team
- Offering responsive customer support through various channels (email, chat, phone) to resolve issues and answer questions promptly and minimize downtime for field operations.
- Collaborating with cross-functional teams to find solutions.



Customer Health Monitoring

- Tracking key performance indicators (KPIs) and service metrics to gauge the health of customer accounts.
- Identifying potential issues or areas for improvement and taking proactive steps to address them.

Professional services

- Ensuring the delivery of high-quality professional services.
- Tailoring services to meet those specific requirements
- Offering solutions while considering both product-specific and industry-recommended **best practices**.

Knowledge management

- Providing training and resources to enhance client understanding and usage of services

26 Week Engagement



Offerings

Managed Services

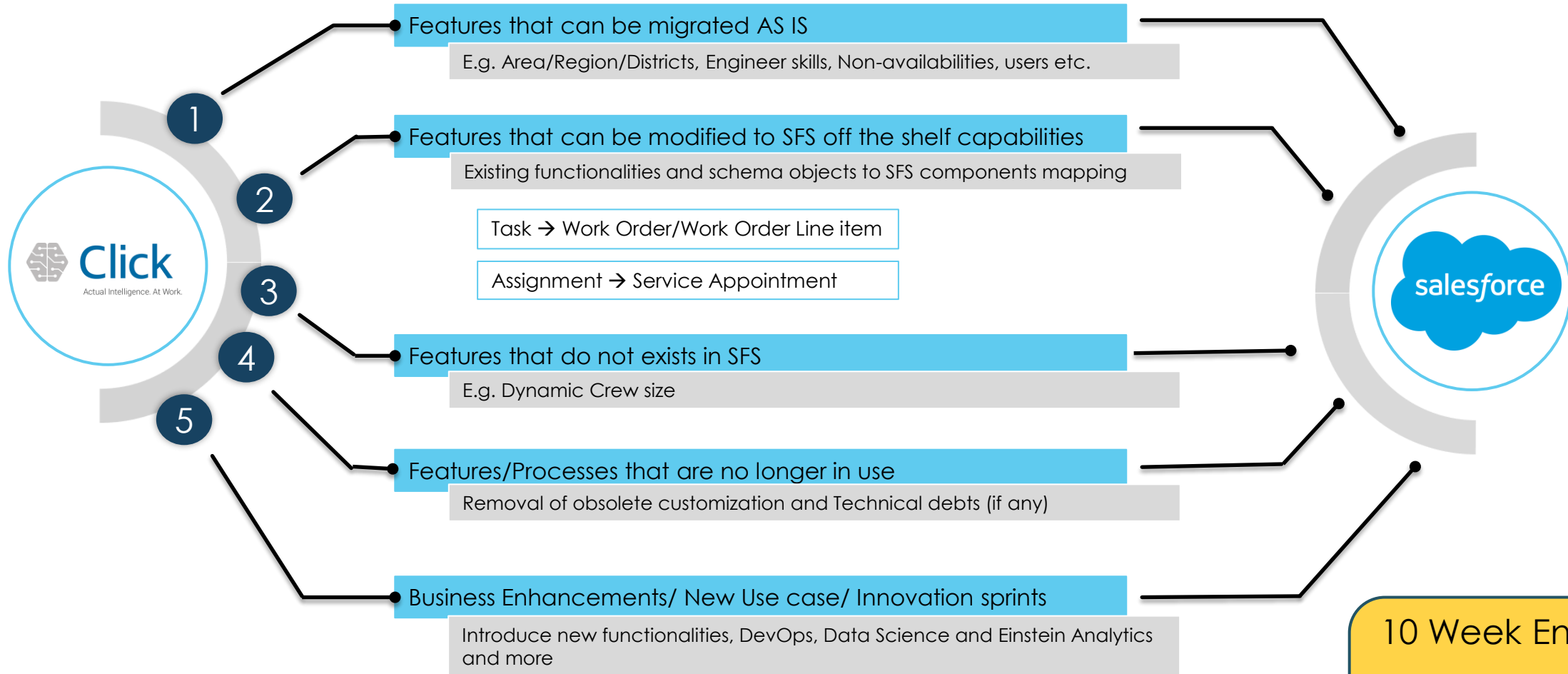


52 Week Engagement



Offerings

FSM Transformation : Click FSE to SFS Readiness



10 Week Engagement

Deliverables

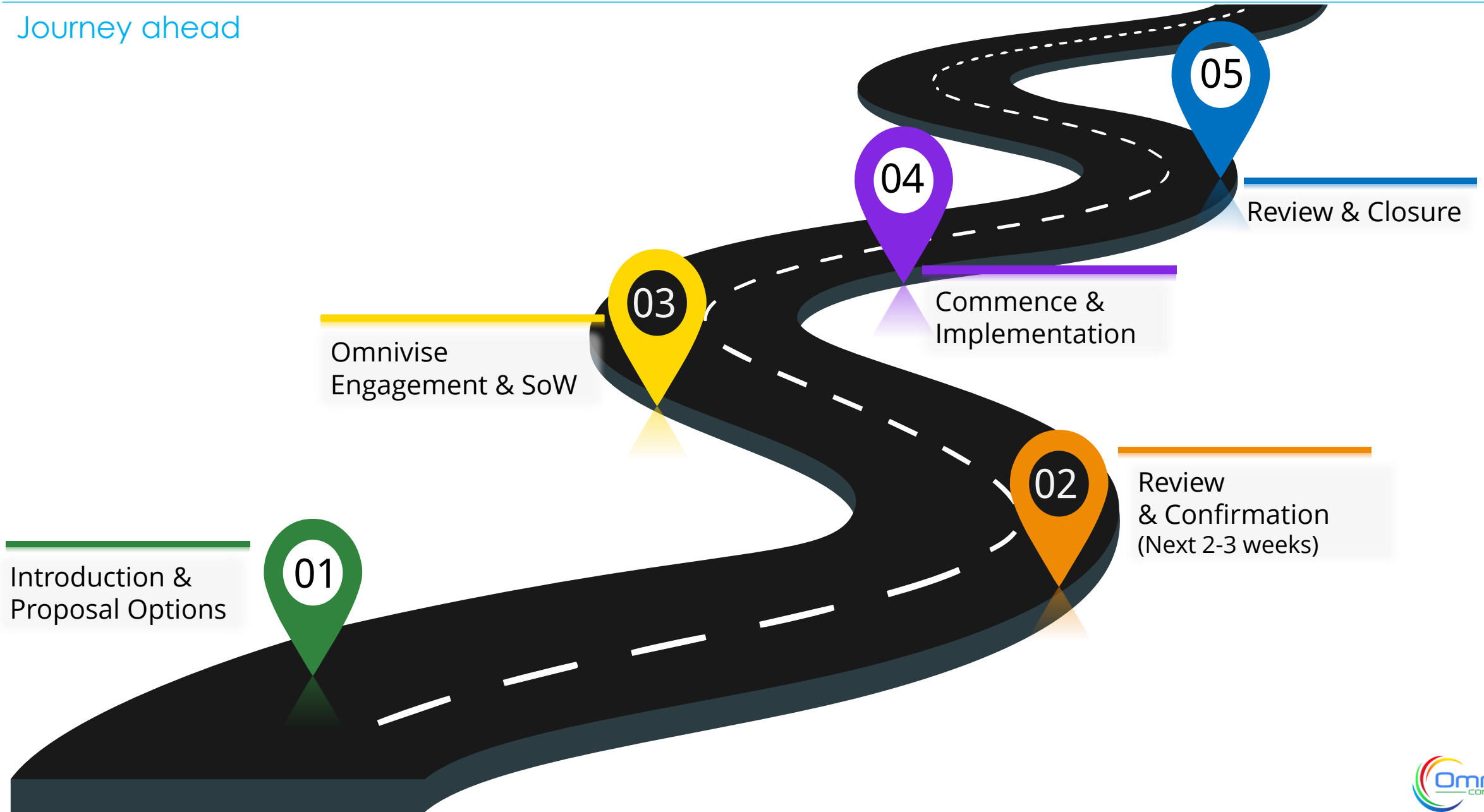
- Migration Strategy
- Migration Template Set

Next Steps



Roadmap

Journey ahead





Thank You



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