

Services for Salesforce Maximize the Value of Your Salesforce Investment

Thousands of organizations use Salesforce to transform their marketing, sales and service delivery, resulting in enhanced customer experiences and enabling a 360 view of their clients. With Services for Salesforce from Infinite, you can maximize the value of your CRM solutions.



Optimize Your Salesforce Experience

Whether you are preparing to implement Salesforce or you're already using it, Infinite can help you optimize your Salesforce applications.

Leverage Our Expertise

Infinite has been accelerating digital transformation for over 20 years. Previously, part of Fiserv, our Salesforce team brings a deep knowledge of financial institutions operating models, insurance and payments solutions to the table. This deep domain expertise, combined with a seasoned team of Salesforce and Digital Transformation experts, enables us to build solutions to help optimize and strengthen relationships with consumers across every interaction.

Whether you have a single instance or multiple instances of Salesforce, you need a comprehensive roadmap that links to your business objectives. We take a holistic approach that utilizes an agile environment with delivery centers across the U.S., Latin America and Asia to accelerate time to market and optimize investment.

Advisory and Consulting

- △ Assessments
- △ Client-first consultative approach
- △ Implementation roadmaps

Migration Journeys

- △ Legacy applications to Salesforce
- △ Salesforce classic to Lightning
- △ Salesforce org-merging
- △ Migration to Financial Services Cloud MuleSoft®

Project Implementation and Integration

- △ Integration with third-party systems
- △ Integration with Infinite solutions
- △ Custom development
- △ Testing and DevOps
- △ Phased deployment based on implementation roadmaps

Life Cycle Approach

- △ Maintenance and enhancements
- △ Managed Services, including tier 1, 2 and 3 support
- △ Administration

Industry Expertise and Acceleration

- △ Insight and experience in integrating banking and payment solutions with Salesforce
- △ Infinite-developed implementation and integration packages to jump start bank, credit union, payment and insurance user journeys
- △ Pre-built use cases and integrations for credit card processing and omnichannel payments solutions, across vertical markets

Flexible Engagement Models

Project-based

- △ Managed Services
- △ Onsite, offshore or hybrid for cost optimization and 24x7 support

Salesforce Capability

Salesforce platform

- △ Integration with account processing and payments solutions from Infinite
- △ Financial Services Cloud
- △ Marketing Cloud and Pardot
- △ Service Cloud®
- △ Sales Cloud®
- △ Salesforce Lightning
- △ MuleSoft

Infinite: Your Integrator of Choice

- △ Proven, experienced systems integrator, with extensive knowledge of financial services, payments and insurance industry solutions and domains
- △ Robust centers of excellence that accelerate digital transformation by enabling technology and innovative frameworks to deliver engaging customer experiences.
- △ Experienced Salesforce Authorized Consulting partner with a mature delivery practice with on-shore, near-shore and off-shore resources

Key Benefits:

- △ Advisory services to develop personalized implementation roadmaps
- △ User journeys and use cases to address common business requirements
- △ Improved agility and economies of scale by migrating complex legacy systems
- △ Enhanced results by leveraging additional automation with robotic process automation and artificial intelligence/ machine learning
- △ Hassle-free, seamless integration leveraging MuleSoft and other leading technology capabilities



Infinite Computer Solutions brings the latest innovative IT services and solutions to our clients to help them maximize the value of their technology investments. With our broad portfolio of technology solutions that includes IT services, product engineering, mobility and messaging, we enable clients to transform their business and realize true business value. With more than 10,000 employees, Infinite is a global provider with the scale and domain expertise businesses demand, combined with the flexibility to meet their unique needs. Infinite serves a broad range of industries including telecom, high tech, healthcare, media & entertainment, insurance, banking & financial services, retail, public sector, travel and transport and government.

Connect with Us

Partners@infinite.com | infinite.com