

# RIMINI SOLUTIONS™ FOR SALESFORCE®

## PRODUCTS SUPPORTED

- » ClickSoftware
- » Sales Cloud
- » Service Cloud
- » Field Service Lightning
- » Experience Cloud
- » Marketing Cloud
- » Commerce Cloud
- » CPQ & Revenue Cloud
- » MuleSoft™
- » Nonprofit Cloud
- » Energy & Utilities

## The Business Challenge

With recent price increases for Salesforce products, the pressure has never been greater to show the growth in business value from your Salesforce investment. However, a skills shortage in the Salesforce industry coupled with an ecosystem growing in complexity can result in organizations spending most of their time focusing on operational support and technical debt instead of evolving their ecosystem and maximizing value for the business.

You need a partner that is accountable for your success. You need reliable access to expert engineers with a broad range of technical specialties across the rapidly growing Salesforce cloud offerings; platform roadmap planning that proactively meets enterprise growth; efficient administration of backlog support work.

## The Rimini Street Solution

As your trusted Salesforce partner, Rimini Solutions™ for Salesforce® delivers a flexible suite of services produced by global CRM experts who are accountable to your evolving business needs.

We provide a full suite of Salesforce solutions designed for your entire Salesforce platform. From outsourced administration and managed services (Rimini Manage™ for Salesforce®), to forward-thinking strategic advisory services to help you implement and optimize growth and innovation (Rimini Consult™ for Salesforce®), the experts behind Rimini Solutions™ for Salesforce® take your success very seriously.



### Serious About Accountability

**Rimini Consult™ for Salesforce®** planning and strategic advisory services are designed to challenge you to think in terms of *measurable outcomes, total cost of ownership, and return on investment*. This is how we demonstrate accountability to our clients and ultimately define our value as a Salesforce consulting partner.



### Global Expertise

**Rimini Solutions™ for Salesforce®** is a global team of experts who support 24/7/365 monitoring and issue avoidance. Our technical competency encompasses the entire Salesforce ecosystem with extensive and certified expertise in Sales, Service, Marketing, and Experience clouds. We've designed our strategic advisory services to help you fully utilize the ever-expanding Salesforce ecosystem.



### Flexible by Design

**Rimini Manage™ for Salesforce®** is offered as a unique, "unlimited" support model at a fixed price and is flexible in design to provide the *right service at the right time*.

The Salesforce application managed service can be dynamically optimized to focus on the most pressing projects which allows you to *better meet changing business needs*.

## KEY BENEFITS

- » Enable measurable outcomes, manageable total cost of ownership, and increase return on investment.
- » Minimize negative impacts of skilled labor constraints and absent skills to support the ever-expanding ecosystem of Salesforce technologies.
- » Ability to dynamically focus on the most pressing projects and stay synchronized with changing business needs.

## Rimini Manage™

Our application managed service frees up valuable IT resources, flexes as your business grows, and establishes predictable costs in an uncertain environment. Through a unique, “unlimited” support model offered as a fixed price, Rimini Solutions™ for Salesforce are flexible in design to provide the right service at the right time. Our service catalog covers more than 130 core managed services.

- Outsourced administration
- Minor enhancements
- Break/fix
- Performance monitoring
- System configurations
- Analytics

## Rimini Consult™

Our professional services are designed to help your ecosystem evolve and minimize integration and interoperability challenges within your enterprise software ecosystem. We take advantage of the flexible nature of Salesforce technologies – from core clouds to MuleSoft middleware standards – to deliver the very best architectural design for platform scalability.

- Roadmap and strategic planning
- Platform ‘health’ checks
- Interoperability and integration
- Data migration
- Security
- Skills expansion and augmentation

Rimini Solutions™ for Salesforce® is the combination of both Rimini Manage™ and Rimini Consult™ for Salesforce® and delivers a comprehensive set of Salesforce solutions that increases flexibility to better meet changing business needs, and accountability to lower total cost of ownership and increase return on investment. Our consulting services are designed to challenge the client to think in terms of measurable outcomes, total cost of ownership, and return on investment. This is how we demonstrate accountability to our clients and ultimately define our value as a Salesforce consulting partner.

**Rimini Street**



[Learn more about Rimini Solutions™ for Salesforce®](#)

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