



# Your Strategic Partner in Salesforce & AI Excellence

 [www.infoglen.com](http://www.infoglen.com)



**You've seen the demos.**  
**You've heard the promises.**  
Now you need your 'AI' to actually work.

# Most organizations are stuck in the same place

61%

of AI projects will be abandoned by 2026

due to unclear ROI and mounting technical debt

## Pilots that never reach production

The demo works. The deployment stalls, on data, on architecture, on change management.

## Architecture that doesn't survive scale

Building a single agent is straightforward. Governing a fleet of agents across an enterprise is a different problem entirely.

92%

of CFOs concerned about AI reliability

87% say AI is critical, yet nearly 92% question its returns

## Data that isn't ready for AI

Agents need clean, unified, structured data. Most organizations discover this gap after they've already committed.

## Partners learning on the job

Too many implementations are someone else's first. The cost of that learning falls on the business.

*Infoglen is built for organizations that are done with pilots and ready to ship.*

# Why Infoglen?



CREST  
PARTNER

## Multiple agents in production

Voice, meeting intelligence, proposals, lead qualification, embedded in core systems, executing repeatable, high-volume business tasks across teams.

## MCP + Claude Code

We use MCP to connect agents to any system and Claude Code to build 30% faster, while most partners are still evaluating both.

## We use what we sell

Our sales and delivery teams run on the same agents we build for clients. That's not a pitch, it's a feedback loop.

## AI-first delivery

Claude Code and MCP accelerate every implementation, 30% faster dev, higher quality, tighter feedback loops.

## Enterprise Architecture Ready

We deliver scalable, secure, and compliant designs, built for high-volume, multi-system environments.

## Data Cloud first

Every agent starts on a clean, unified data foundation. Agents on bad data don't survive production.

## 35+ certified experts

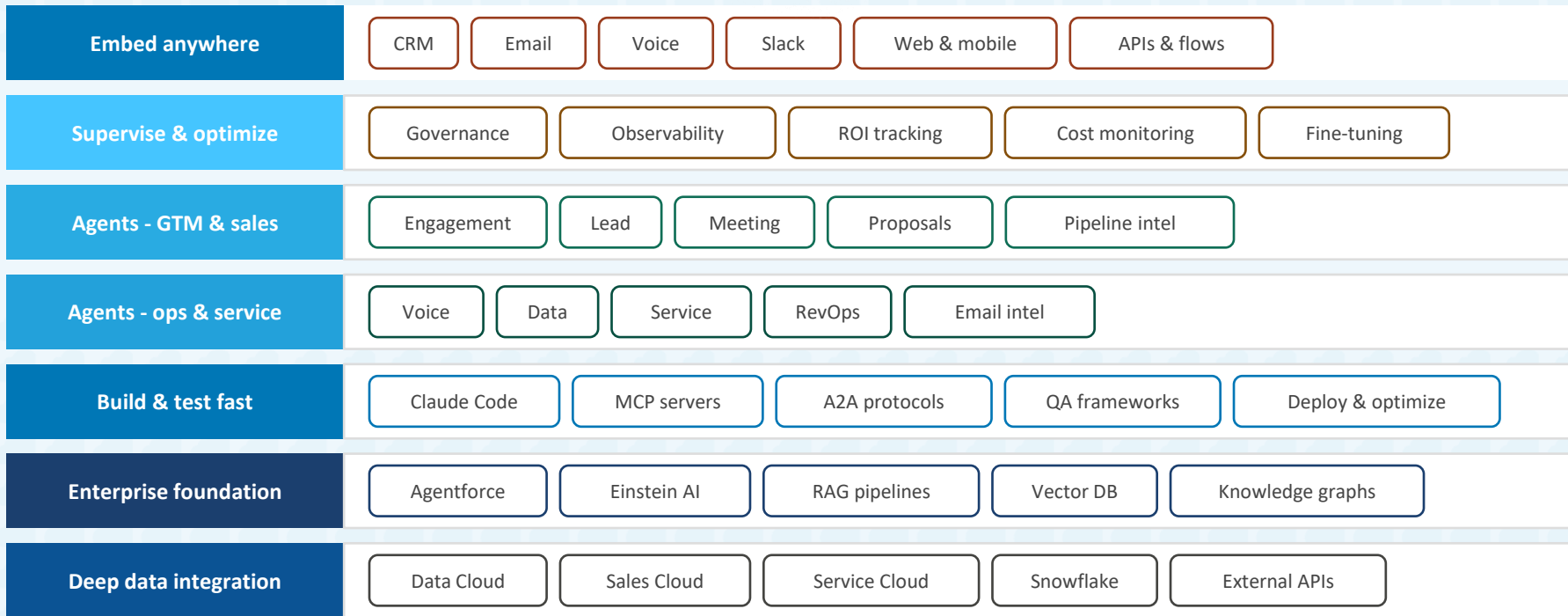
A practice built over years, not a team assembled after you sign the SOW.

## Enterprise governance

Pre-built governance, observability, and scalability frameworks reduce time-to-compliant AI from months to weeks.

# The Infoglen AI Stack

*Built end to end, from data foundation to live agents.*



# Infoglen's GTM & Sales Agents

## Engagement agent (Glen)

Generates personalized prospect emails across channels: vertical-aware, history-aware, CRM-aware.

**Saves 3-5 hrs/rep/week**

## Meeting agent

Pulls transcripts into Salesforce, auto-generates follow-up emails and action items from every call.

**Zero missed follow-ups**

## Proposal generation agent

Combines prior decks, emails, CRM data and meeting notes into near-complete proposals.

**80% less prep time**

## Inbound lead agent

Handles inbound emails, qualifies leads, and books meetings, fully autonomous, 24/7.

**Instant response**

## Pipeline & account intelligence

360° view of every opportunity and account with white-space identification and next-action recommendations.

**Higher win rates**

# Infoglen's Ops & Service Agents

## Voice agent

Handles inbound voice calls end-to-end. Routes, qualifies, resolves without a human in the loop. One of very few partners with this live.

**24/7 call handling**

## Data agent

Cleans, enriches, and segments data autonomously. Cuts manual prep time significantly and increases quality.

**Cleaner data, faster**

## Service agent

Autonomous customer service from first contact to resolution, handles queries, escalations, and follow-ups.

**Reduced service costs**

## RevOps support agent

Guides sellers at every stage, next best actions, pipeline health alerts, and forecasting support.

**Less time on admin**

## Email intelligence agent

Monitors inbound and outbound sales emails for quality, tone, action items, and signals, nothing slips through.

**Zero missed signals**

# Infoglen's Intelligence & Prediction Agents

## Sentiment score analysis

Scores customer sentiment from emails and cases so CSR teams walk into renewals knowing exactly where each account stands.

Protect & grow renewal revenue

## Attrition risk prediction

Uses historical customer data to predict which accounts are at risk of churning, giving teams time to act before it's too late.

Reduce churn proactively

## Prioritization agent

Ranks and scores leads, contacts, opportunities and accounts so the sales team always acts on what matters most first.

Higher conversion, less wasted time

# Our Extended Capabilities

*Beyond Agentforce, 3 strategic capabilities designed to unlock a different dimension of AI value.*

## AI Enablement of GTM Strategy

### Strategic Capability

Generates a numeric sentiment score from emails, cases, and interaction history, giving CSR teams a data-driven view of every account before renewal.

Ready to Deploy

**Empower GTM leaders with an AI roadmap**

## Agentic AI Architecture & Roadmap

### Technology Roadmap

Helps CIOs and CTOs envision the right architecture: Salesforce and non-Salesforce options, agentic layer, vector DB, RAG, knowledge graph, and LLM/SLM selection.

Ready to Deploy

**The right AI architecture for your business**

## AI Driven Project Delivery

### Delivery Acceleration

Uses Claude Code to speed up coding and testing of Salesforce projects. Delivers 30% faster development cycles with higher quality and tighter feedback loops.

Ready to Deploy

**30% faster delivery with Claude code**

# AI Governance & Observability

*Agentic AI cannot run unchecked, every deployment at Infoglen includes oversight, tracking, and controls.*

## Decision tracking

Every agent action is logged with context, reasoning, and outcome, an auditable trail that satisfies compliance and builds trust.

## Guardrails & controls

Topic, action, and output-level guardrails ensure agents stay in scope and escalate appropriately when needed.

## Performance observability

Real-time dashboards track agent resolution rate, escalation rate, latency, and cost.

## ROI measurement

Adoption analytics and outcome tracking tie agent activity to business metrics, pipeline influenced, time saved, costs reduced.

## Continuous fine-tuning

Post-launch monitoring feeds back into model improvement, agents get smarter with every interaction.

## Readiness frameworks

Pre-built governance frameworks reduce time to compliant, enterprise-ready AI from months to weeks.

# AI-Accelerated Delivery

*How Infoglen delivers faster than any other partner.*

## Build with AI

Claude Code and MCP servers accelerate agent development, we use AI to build AI, delivering 30% faster than traditional methods.

## Connect anything

MCP and A2A protocols connect agents to any system or data source without custom middleware, using strong context design and reliable RAG models.

## Test at scale

Dedicated QA frameworks stress-test agent behavior, edge cases, and guardrails before a single user touches production.

## Deploy & optimize

Real-time monitoring and post-launch fine-tuning ensure agents improve continuously, not just at launch.

# Built by Experts. Proven in Production.

**35+**

Certified Data Cloud  
& AI experts

**18**

Agentic AI  
offerings

**Zero**

Data  
Hallucinations

**30%**

Faster delivery via  
AI-assisted coding

## AI Architects

10+ certified Architects

Agentic design, LLM  
integration, MCP and voice

## Data Cloud Specialists

15+ certified

Data unification,  
harmonization, pipeline  
engineering

## Salesforce Engineers

35+ certified

Multi-cloud  
implementation across all  
SF products

## Dedicated AI CoE

Center of excellence

Research, frameworks, QA,  
and emerging technology

# Quick Start Packages

*From assessment to live AI, at the pace that suits you.*

## ESSENTIALS

### AI Essentials

6–8 weeks

- AI readiness assessment report
- POCs for model identification using no-code SF AI tools
- Basic model implementation & deployment
- Training for key users

## MOST COMPREHENSIVE

### AI Advanced

18–24 weeks

- Full-scale AI implementation including custom models
- Advanced data analytics and insights
- Personalized training for all users
- Monitoring & fine-tuning for 6 months

## PREMIUM

### AI Premium

10–16 weeks

- AI model development via hybrid AI approach
- Data unification & harmonization via Data Cloud
- Custom dashboards for AI performance
- Ongoing support & optimization for 3 months

*All packages include a dedicated Infoglen architect. Not sure which fits? Start with an AI Readiness Audit.*

# Start Here.

## AI Readiness Audit

A structured 2-week assessment by senior Infoglen architects, covering your data quality, process readiness, and technology stack to identify the highest-impact AI opportunities and a clear implementation path.

- Data readiness report
- Technology gap analysis
- Prioritized AI opportunities
- Implementation roadmap
- Business case with ROI projection

**35+**

AI experts

**Multiple**

live agents

**2 wks**

to first insight

[Request your AI Readiness Audit →](#)