



salesforce

## DIGITAL TRANSFORMATION: Salesforce Managed Services

Your Salesforce Organization is critical to your business and the need to maintain it, care for it and modify it to meet the evolving demands. You require a strategy that keeps the installation optimized every day in order to realize many of the benefits, and hard ROI numbers you set out to achieve. Online's Salesforce Managed Services helps our Clients do just that.

Our team delivers the best of our Salesforce expertise and combines it with 20 years of Managed Services expertise to provide our Clients with a support option that makes it effective and efficient for them to drive value from their Salesforce investment.

### Our Approach

Each of our Salesforce Managed Services engagements is customized to meet the needs of clients. They also share an approach that is based on proactive management to reduce the reactive cycle of response that drains efficiency. One of the keys to this approach is designing an engagement that balances the Base Support with Enhancement needs of the organization.

**online**  
business systems



#### BASE SUPPORT

Provide ongoing support to keep Salesforce healthy and supporting the business' General Support and Maintenance, User Inquiry, and Ad-hoc Reporting.



#### ENHANCEMENTS

Change required to keep Salesforce relevant including compliance improvements, new functionality to meet the business needs.

## Why Use Salesforce Managed Services?



**Technical Expertise:** By engaging with our team of certified Salesforce experts, you don't need to worry about training your team. We have a diverse skill set across the Salesforce stack, including API-based and middleware integrations to other systems.



**Flexibility:** Our Managed Services provide you a framework to get started but we also recognize that every organization is unique. We work the way you do and can provide services on a 9-5 weekdays or 24/7 critical support model.



**Strategic Growth:** Through the proactive support you receive from our team you will be freed up to give think about future development and how to drive business value.



**Cost Management:** In our model, you pay for the support you need. Additional support is only available, if you need it.



**Reduced Overhead:** You do not need to retain and maintain highly specialized technical expertise.

## Other Benefits of Salesforce Managed Services

New features are assessed and prioritized through regular check-in and release management to improve your Salesforce Organization and plan for feature adoption.

Your Salesforce Admin function is fully resourced. You can have peace of mind knowing that all preventative maintenance is addressed including patches and security releases.

We provide user support. We handle day-to-day user issues and provide system configurations on user demand to facilitate their working with Salesforce CRM.

Uninterrupted business processes. We provide Salesforce modifications and improvements with no impact on current user activities and business operations in your Salesforce Organization.



**Contact:**

Online Business Systems  
1.800.668.7722  
info@obsglobal.com

Founded in 1986, Online Business Systems is North America's leading Digital Transformation and Cybersecurity consultancy. We help enterprise Clients by designing improved business processes enabled with secure information systems. Our unsurpassed delivery, our people, and the Online culture of loyalty, trust and commitment to mutual success set us apart.