



Salesforce Managed Services – Outsourced Expertise to Optimize your Salesforce Operations

Overview

Outsourcing managed services for Salesforce provides businesses with access to specialized expertise, leading to optimized CRM operations without the overhead of an in-house team. This approach ensures cost savings, up-to-date platform maintenance, and seamless integration with other enterprise systems. Additionally, businesses can benefit from round-the-clock support, proactive system monitoring, and custom solutions tailored to their unique needs, all while focusing on core operations and enjoying a predictable cost structure.



How Infinite can Help

Choosing Infinite as your outsourced managed service provider for Salesforce can bring significant advantages to your business. With our specialized expertise, Infinite ensures that your Salesforce platform is optimized, updated, and aligns perfectly with your business objectives. This dedicated focus not only frees up your internal resources but also ensures that you benefit from the latest Salesforce features and best practices, enhancing user experience and overall productivity.

Additionally, partnering with Infinite can lead to substantial cost savings. Instead of maintaining an in-house team with associated overheads, you can tap into Infinite's pool of experts who offer round-the-clock support, proactive system monitoring, and custom solution development. This ensures that your Salesforce environment is not only efficient but also evolves with your business, all while operating on a predictable cost structure that aids in financial planning.

Key Benefits

Cost-Effective Expertise: With Infinite, access top-tier Salesforce expertise without the burden of in-house training or hiring costs.

Continuous Optimization: Benefit from ongoing platform enhancements, ensuring Salesforce operates at peak efficiency in response to evolving business needs.

24/7 Support: Rely on round-the-clock system monitoring and swift issue resolution, ensuring uninterrupted Salesforce performance and peace of mind.

Infinite Managed Services for Salesforce

Choosing Infinite as your Salesforce managed services provider means entrusting your CRM operations to seasoned experts with a proven record. Infinite prioritizes understanding each client's unique business context, ensuring that your Salesforce system stays aligned, optimized, and ready to meet evolving challenges.

Our dedicated team is committed not only to maintaining but also to enhancing the efficiency and potential of your Salesforce investment.

With Infinite by your side, you can redirect focus to your core business, confident that your CRM environment is being managed with precision and care.

Salesforce is more than just a CRM; it's an ecosystem designed to streamline your business processes. However, to harness its full potential, continuous management and optimization are essential. That's where Infinite's managed services step in. Here are the eight key functions we provide:

System Maintenance and Updates: The rapidly changing tech landscape necessitates the frequent updating and maintenance of software platforms, including Salesforce. System Maintenance and Updates are vital to keep the Salesforce platform functioning optimally. Regular updates ensure that businesses use a version that's free of known vulnerabilities and take advantage of any new functionalities.

Additionally, maintenance goes beyond just applying updates. It encompasses monitoring the system, ensuring that all its components are functioning properly, and addressing any issues that might arise, thereby providing stability to the system.

Custom Development: Every business has its unique operational flow, and sometimes, the standard Salesforce functionalities might not address these specific needs.

Through Custom Development, businesses can adapt Salesforce more closely to their processes. This includes creating custom objects, workflows, and potentially some bespoke applications.

Moreover, certain requirements might necessitate the use of Salesforce's proprietary languages, like Apex or Visualforce. Through these, specific triggers or custom pages can be developed, allowing businesses to achieve more with the platform.

Integration: In Enterprises often deploy multiple software solutions, and it's crucial for these systems to communicate with one another for effective operations. Integrating Salesforce with other platforms ensures there's no data silo, and information flows seamlessly across systems. The integration process often uses APIs and might also involve third-party connectors to ensure different platforms can share and update data, thereby providing a cohesive overview of business operations.

Data Management: Data is at the core of any CRM system. Proper Data Management ensures that the information within Salesforce is organized, accurate, and readily available. This involves regular data imports and exports, as well as processes like deduplication and cleansing.

Backup processes are another facet of data management. It's crucial to have regular backups to prevent data loss, ensuring business continuity even in the face of unexpected events or system failures.



Security and Compliance: In the digital age, data security is paramount. Ensuring that Salesforce is configured correctly, in terms of user roles, profiles, and permissions, can prevent unauthorized access and potential data breaches. It's about safeguarding business data and maintaining trust.

Compliance, on the other hand, is about adhering to industry standards and regulations. Depending on the business sector, there might be specific compliance requirements to which the Salesforce deployment must adhere.

User Training and Support: While Salesforce is a powerful tool, its effectiveness is largely dependent on its users. User Training ensures that staff members are familiar with the platform's functionalities, enabling them to use it efficiently. Support is an ongoing process.

Even seasoned users might encounter scenarios or challenges they haven't faced before. Providing consistent support ensures that these challenges are addressed promptly, minimizing disruptions.

Performance Monitoring and Optimization: Any system, over time, can face performance issues. Through consistent monitoring, any bottlenecks or inefficiencies in Salesforce can be identified. Recognizing these early can prevent larger issues down the line.

Optimization is the proactive approach to address these identified issues. It might involve reconfiguring certain aspects of Salesforce or perhaps scaling resources to ensure the system runs smoothly and efficiently.

Strategic Consulting and Creating Roadmaps: The tech world is in a state of constant evolution. Strategic Consulting provides businesses with insights into the ever-changing world of Salesforce, keeping them informed about potential shifts in best practices or new features. Roadmapping is about planning for the future. It's a strategic approach to ensure that as the business grows or changes, the Salesforce deployment can adapt and evolve in tandem, ensuring it remains a relevant and effective tool.



Why Choose Our Lightning Migration Services

In summary, Infinite's Managed Services for Salesforce offer a holistic approach to CRM management, ensuring businesses can focus on their core activities while leveraging the full power and potential of Salesforce.

For More Information

To learn more about Infinite's Managed Services for Salesforce, please contact us via salesforce-practice@infinite.com or visit www.infinite.com/salesforce