



Silverline Advisory Services are designed to help you and your organization align your business goals to technology initiatives and plan for success. Our goal is to continue our role as your trusted Salesforce advisor and offer comprehensive evaluation and advisory services from our team of experienced consultants. Our new Lightning Transformation offerings are engineered to help you create a holistic roadmap for the technology and change management considerations required to transition your users from Salesforce Classic to the new Lightning Experience.

Silverline's results-driven methodology leverages best practices developed over 900+ deployments as well as our Lightning-Ready AppExchange apps and Components, and we'll apply this deep knowledge to your business priorities, helping you lay out a development, training and change management plan for the transition. Our mission is to help you stay at the leading edge of your industry- and understand how Salesforce can accelerate your company's innovation strategy.

Offerings

Salesforce has made a huge investment into the new Lightning platform and we believe it represents innovative, next-generation opportunities for our clients. Our clients have also made significant investment into their existing Classic environments and are looking to us to help understand the migration path. We have created two core offerings: the first represents a holistic and comprehensive analysis for clients who wish to take the opportunity to reflect and reevaluate their implementation; the second is a technical assessment only.

	Offering #1: Transformation Roadmap	Offering #2: Technical Assessment
Goals	Evaluate usage & adoption of your Salesforce Classic implementation. Leverage Silverline expertise to understand and analyze Lightning Readiness Report. Identify new features and functionality that can drive adoption and innovation. Align business goals to technology initiatives and create vision roadmap.	Leverage Silverline expertise to understand and analyze Lightning Readiness Report. Quickly understand technical considerations and impact and the level of effort required to enable Lightning for your users.
Workshops Included	Technical Assessment Personas & Processes Innovation Opportunities Vision & Value	Technical Assessment only
Price	Based on Current State Complexity. Contact Silverline to review options!	\$10K Fixed Fee

An Overview of Workshops

Technical Assessment

Silverline will run the Salesforce Lightning Readiness Assessment report and provide expert analysis of all Salesforce features, configuration, and development impacted by the transition to the Lightning Experience.

Activities Include:

- Lightning Readiness Report Analysis and Evaluation
- Hardware & Software Review
- Data Model Review
- Integration Review
- App Lightning Readiness Review
- Technical Change Management Evaluation

Deliverable:

Technical Gap Analysis Report showing areas where current state is either supported by or not ready for Lightning, as well as what potential solutions are possible with high level estimates.

If you are interested in learning more about how you can transition to Lightning please reach out to your account executive or sales@silverlinecrm.com.

Persona & Process Definition

Silverline will run a workshop or series of workshops, with participants from the leadership team, business units and other groups, in which key business goals, business processes and functional requirements will be identified. The deliverable will include an Executive Summary and Persona Report with Lightning Readiness Assessment. This report will define the readiness level for each Persona and the recommended priority for Lightning transition.

Opportunities for Improvement & Innovation

Based on our understanding of Personas using Salesforce and the activities and processes they perform, Silverline will then evaluate and recommend the use of new Lightning-only features and determine which Personas are candidates. The deliverable will include an Innovation Opportunity Roadmap focused on the design for rolling out net new Lightning-only features and potential new Lightning apps. Technical Build and Refactoring plan for new Lightning development with high level work estimates.

Goals, Rationale and Value for Switching to Lightning

Silverline understands that the transition to Lightning can represent an investment for clients who have been working with the platform for some time. Our goal is to help clients identify the goals, rationale, and measurable value of this transition in a way that can be communicated to executives, board members and end users alike. The deliverable will include a COE Plan and Backlog of Epics.

About Silverline

Silverline is a Salesforce Platinum Cloud Alliance Partner headquartered in New York City with consultants throughout North America. They focus exclusively on the end-to-end deployment of salesforce.com products and powerful third party apps. Silverline's results-driven methodology leverages best practices developed over 900+ deployments, with deep expertise in Financial Services, Healthcare, and Force.com solutions. If you are interested in seeing a demo, or would like pricing more information please reach out to your account executive or sales@silverlinecrm.com.

