

Let us help you navigate the Cloud.



**What is Silverline Navigator?** Our mission is to provide you with flexible, strategic, and tactical services focused on long-term success. We want to make sure you have continued access to all of our expert skillsets so you can drive adoption and continue to deliver value with Salesforce. Our philosophy is to do everything in our power to help steer you through the Cloud so that we can reach new heights together!

## How can Navigator help my different teams?

In addition to making sure you have access to all the skillsets you need, the **Navigator** offering may mean different things to your internal stakeholders:

- For IT, our goal is to augment your Salesforce skillsets and minimize the need for expensive specialized internal salaries. We also want to make sure you have scaleable coverage if your business needs expand.
- For Executive and Leadership teams, we want to make sure you have access to our strategists and change management specialists so you can be sure to plan ahead and use Salesforce technology to enable key initiatives.
- For Sales and Operations teams, we work hard to understand your requirements and recommend best practices to continue growth and effectiveness on the Salesforce Platform.

## Why choose Navigator?

There are many advantages to Navigator. We have designed this team and offering to provide pricing comparable to hiring a single resource, but with a wide range of skillsets that are nearly impossible to find in one person.

We provide full-time or part-time resources to handle all your Salesforce tasks including:

- Configuration
- Development
- Integration Support
- User Adoption, Training & Change Management
- Reporting & Analytics
- Strategy & Planning

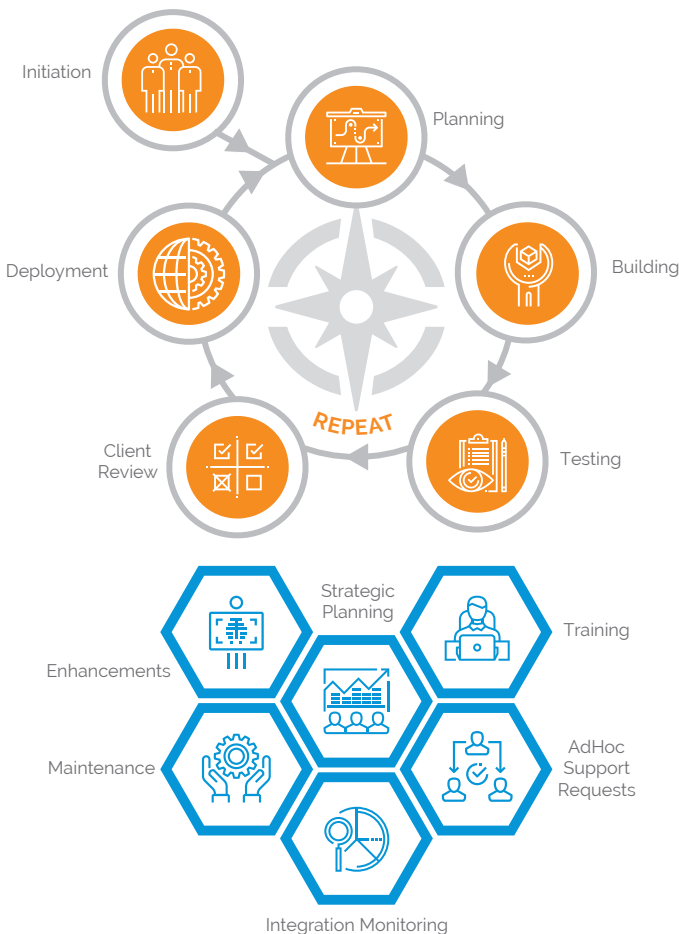
These services are all along the spectrum of Salesforce complexity from basic design and configuration to health checks and planning for new feature roll-out. In addition, depending on your needs, our team will provide regular strategy planning sessions to ensure you get maximum value and user adoption from your technology investment.

## What are the Benefits?

Instead of just one resource, you'll get the knowledge and expertise from the entire Silverline Client Services team, a Salesforce Platinum Partner. We understand all aspects of the Salesforce Platform and can help advise you on your technology strategies.

Silverline ensures our resources are always kept up to date on Salesforce Certifications and knowledge. In addition, benefits include:

- Coverage 52+ weeks/year
- Deep expertise & technical skillsets
- Expandability to meet critical deadlines
- Focus on user adoption & usability
- Quarterly planning sessions to help you uncover innovation opportunities and see the maximum value from your investment



## The Silverline Navigator Process

## What's Included?

The focus of our Navigator offering includes three pillars: effective Project Management, Configuration & Development, and Design & Strategy Services.

### Project Management

We build upon the same structure and transparency you have come to trust through our implementation projects to our Navigator team. We:

- Gather and document requirements, prioritize them and distribute to the team
- Manage resources, budget and timelines
- Ensure overall quality and a strong partnership
- Prioritize tasks and ensure our cross-team resources are utilized at highest levels possible
- Handle client communication, organize meetings, and make recommendations about how to get the most ROI from your engagement.

### Configuration & Development

Just like you've experienced in your implementation projects, our Navigator team handles your configuration and development requests with ease. We:

- Host sessions to identify and solidify configuration requirements
- Create new fields, objects, reports & dashboards
- Handle the creation and development of new workflows, validation rules, process builder and flows
- Coordinate with developers to build or refine triggers, batch processes, Visualforce and Lightning components
- Handle case testing to ensure that your solutions are of highest quality

### Design & Strategy

Navigator's goal is to act as your Trusted Advisor and be a strategic partner to help you see the most value from your Salesforce investment. We:

- Keep you in the know about all the cool new features Salesforce rolls out
- Provide technical direction around design, best practices, Salesforce limitations, and other technical considerations
- Provide strategic planning services on a regular cadence with Silverline experts
- Help you plan and sequence your Salesforce initiatives to drive user adoption and continued value

If you are interested in learning more about Silverline Navigator please reach out to your account executive or [sales@silverlinecrm.com](mailto:sales@silverlinecrm.com).

## 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](https://www.salesforce.com) products and powerful third party apps. Silverline's results-driven methodology leverages best practices developed over 800+ deployments, with deep expertise in Financial Services, Healthcare, and Force.com solutions. Silverline also offers a suite of popular AppExchange applications, including the best-selling **CalendarAnything** and the newest product, **The WaterCooler**, an Intranet Platform.

