

50

Problems
You Can
Solve With
Salesforce
Managed
Services



 **SILVERLINE**

“ To every problem, there is a most simple solution. ”

Agatha Christie
The Clocks



Every problem? How about 50 of them, Agatha?

Yes, there is a solution for all your Salesforce problems – it's called Salesforce Managed Services.

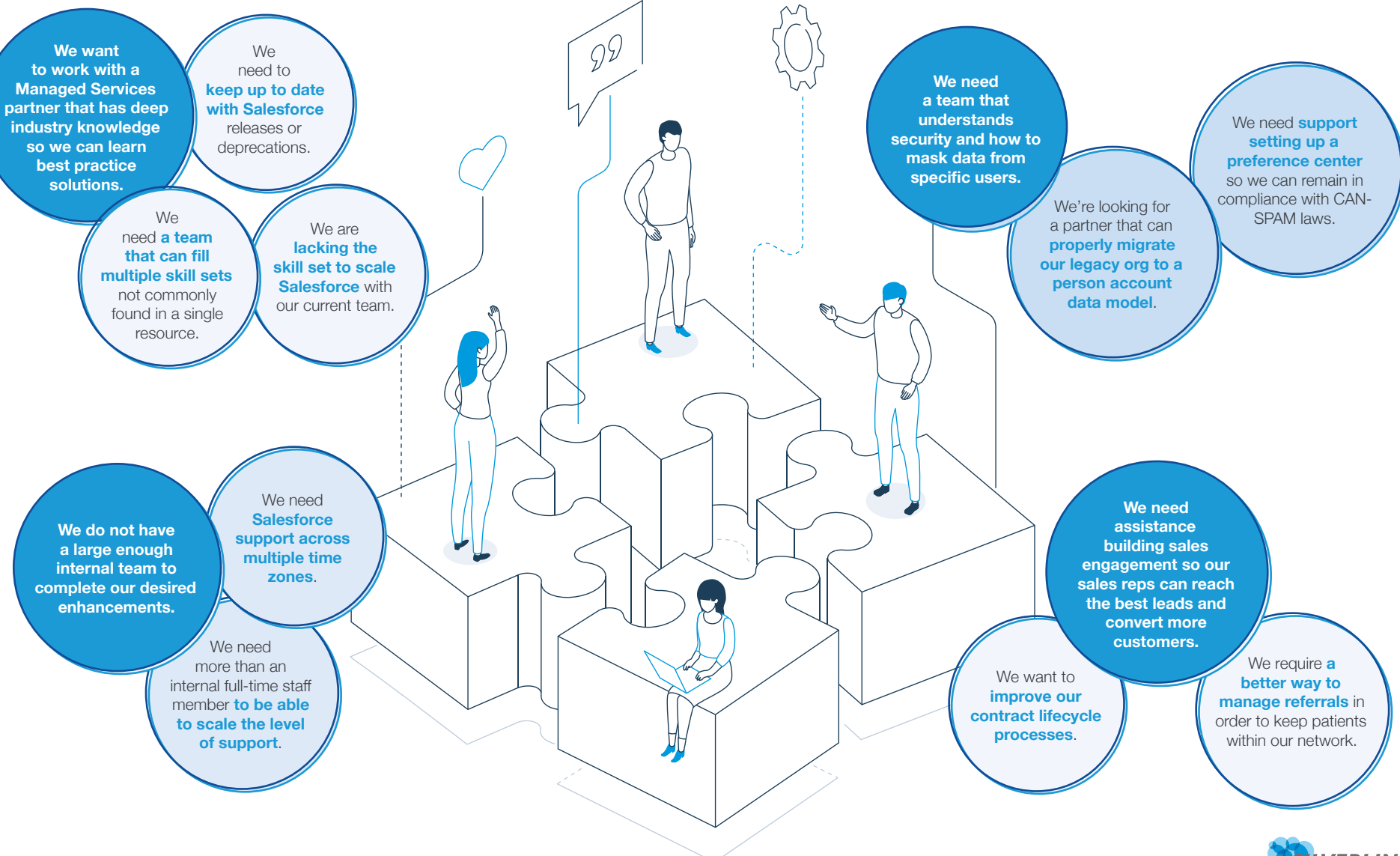
Silverline's team of 80+ dedicated Managed Services professionals support the day-to-day management of hundreds of Salesforce environments where they solve problems on a daily basis. Salesforce Managed Services is a flexible, scalable, and economic solution to sustain and extend your investment in the platform – without the need to hire additional full-time, dedicated employees.

But how do you know if your organization needs managed services? If any of the scenarios on this list resonate with you, then Agatha is right and you need a solution to your problem. It might not be simple, but that's why you have a team of experts to make it happen. Silverline's Managed Services team is here to help solve these 50 Salesforce problems and many more that arise as you evolve your Salesforce org.

13 problems solved with Salesforce best practices and expertise

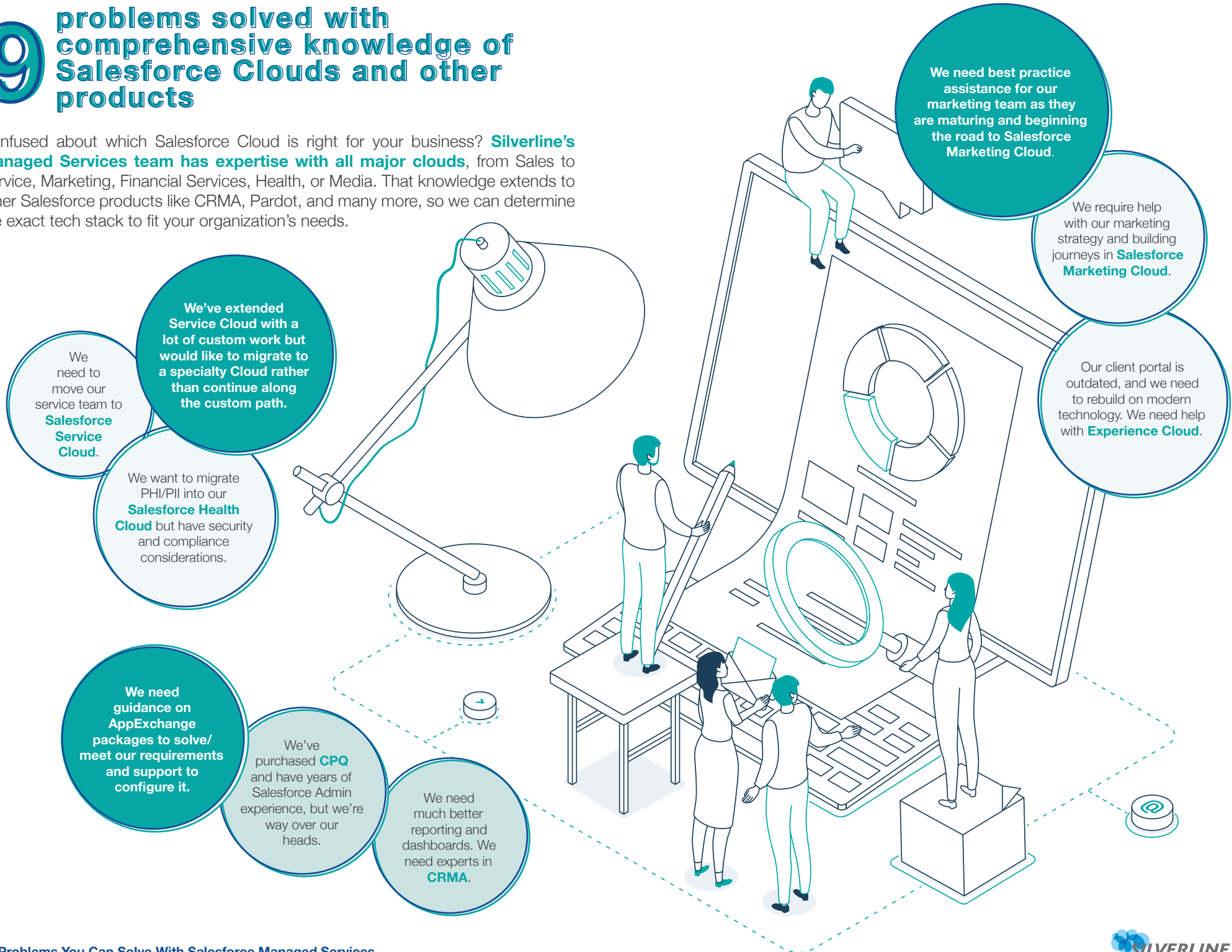
Silverline specializes in the financial services, healthcare, and media industries, and our Managed Services team is adept at working within these verticals and beyond. The key word is flexibility, and the team can adapt Salesforce best practices to address the needs of the moment and pivot support and resources to navigate shifts in the future.

Our team has a **77% average renewal rate** that we attribute to our most successful engagements being long-term partnerships. We aim to build ongoing relationships with our Managed Services clients where we are not just an extension of your team or your support desk, but a true partner that helps define what your Salesforce org is and what it should be.



9 problems solved with comprehensive knowledge of Salesforce Clouds and other products

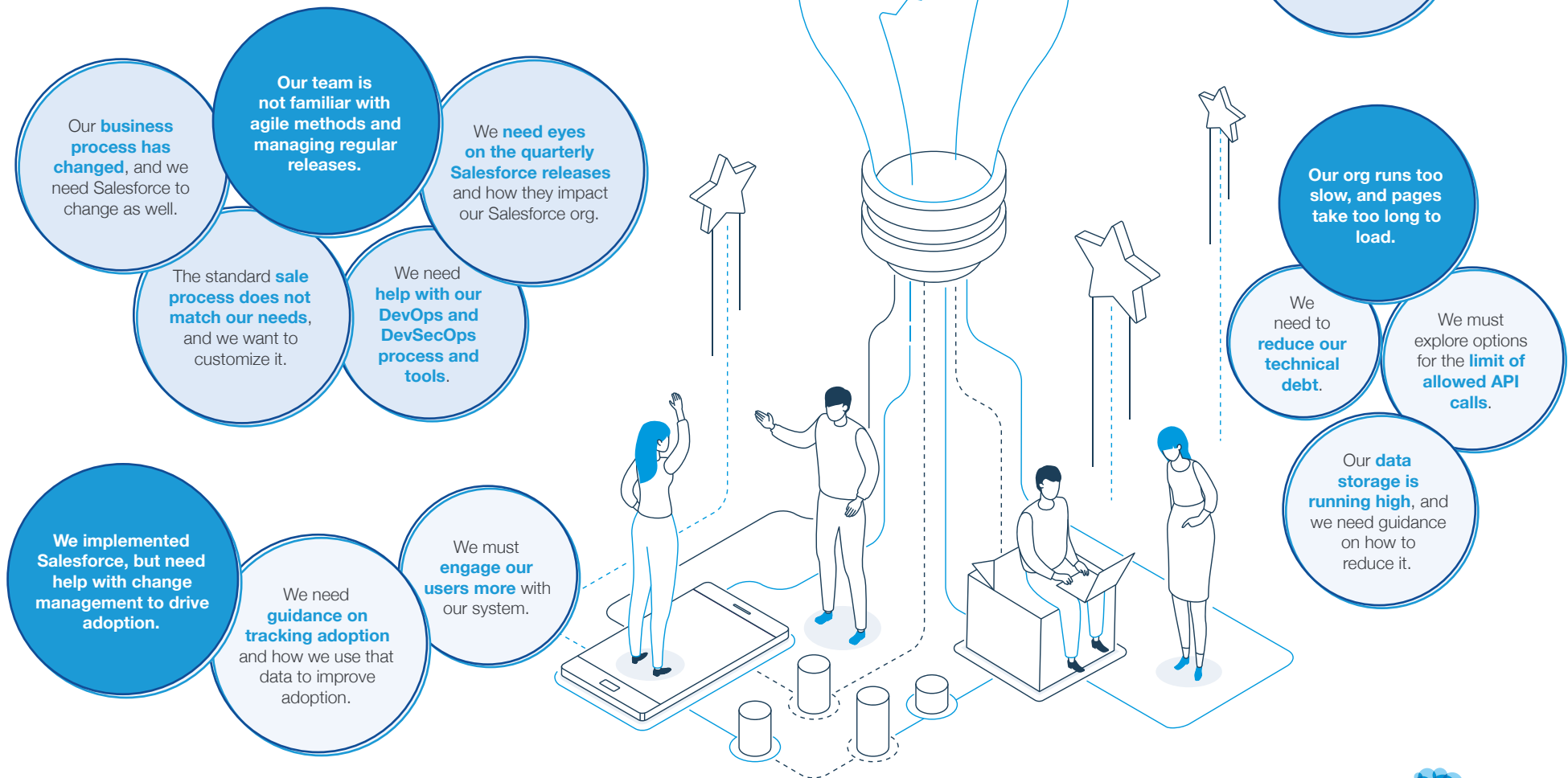
Confused about which Salesforce Cloud is right for your business? **Silverline's Managed Services team has expertise with all major clouds**, from Sales to Service, Marketing, Financial Services, Health, or Media. That knowledge extends to other Salesforce products like CRMA, Pardot, and many more, so we can determine the exact tech stack to fit your organization's needs.



16 problems solved with Salesforce process optimization, maintenance, and enhancements

Salesforce has become more complex and complicated. There are constant new releases with endless release notes to scroll through, updates to skill up for and migrate to (like moving from Process Builder to Flow), and necessary maintenance when a Salesforce product is retired. Silverline brings a higher level of understanding of Salesforce processes and uncomplicates matters when changes impact your ecosystem.

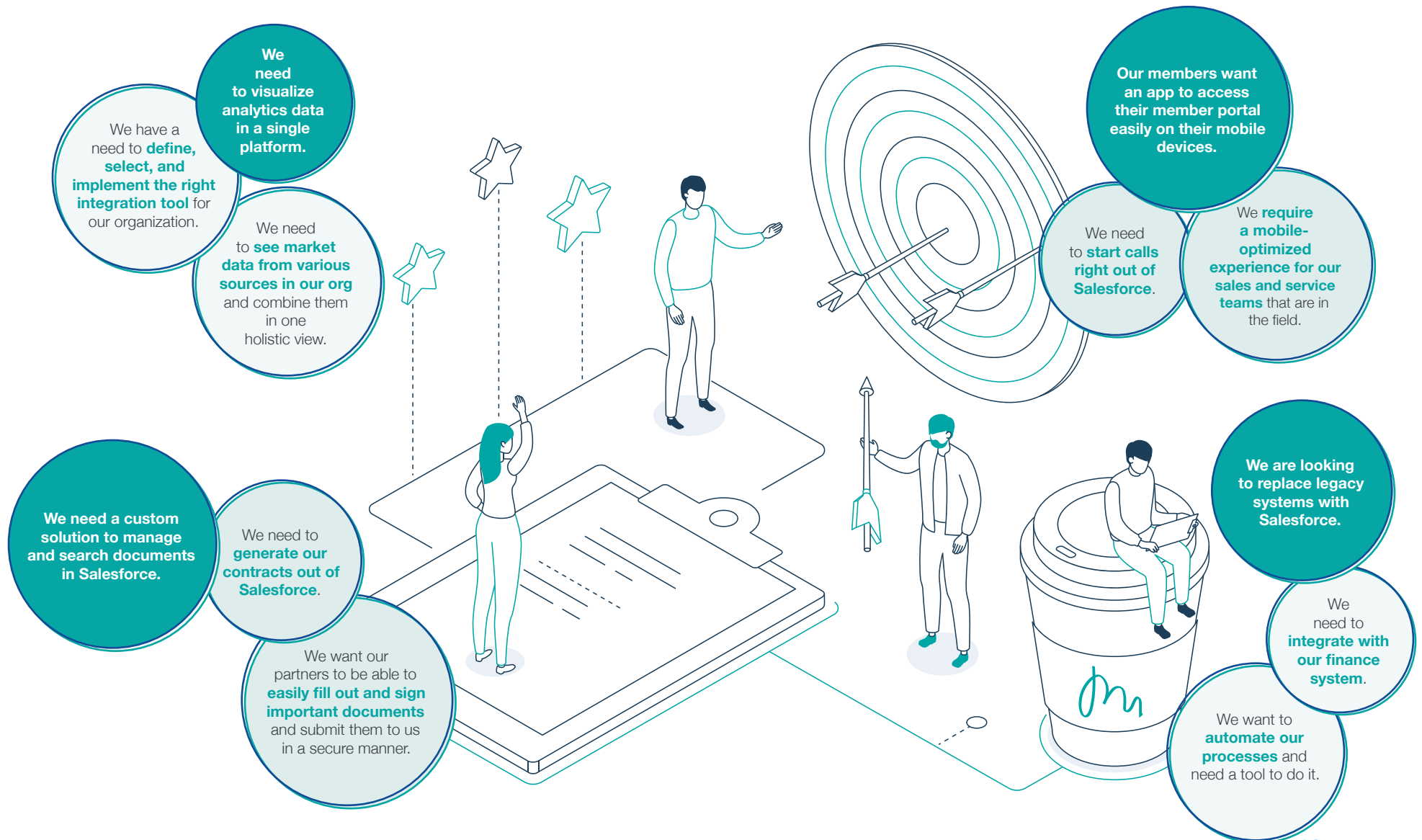
We have the expertise to give you recommendations that fit your case and are based on knowledge gained from real experience. So that when Salesforce changes processes, your organization can change along with it, and keep it running at its best. **Our Managed Services customers notice our proficiency, giving us a 4.8 out of 5 satisfaction score.**



12 problems solved by centralizing functionality in Salesforce

Managed Services helps Silverline's customers create a single source of truth in Salesforce to enable better decisioning. It is a challenge to consolidate disparate systems, especially when you layer on specialty Clouds like Financial Services Cloud and Health Cloud, internal systems like Workday or NetSuite, or third parties such as DocuSign.

We always ask our clients 'why' instead of being order-takers solving your Salesforce problems. We are true consultants who evaluate, advise, and ensure you stay on track. And it's not just one person but **a complete team of Silverline experts ready to support you and anticipate your needs before you even know you need them.**



Do you have a problem #51?



Got a Salesforce problem not on our list? **Our Managed Services team can help with that so you can maximize your investment in the Salesforce platform.** We provide resources to handle all your Salesforce tasks, including:

- User adoption, training, and change management
- Reporting and analytics
- Strategy and planning
- Project and release management
- Configuration
- Development
- Integration support

Interested in learning more?
Visit us at: silverlinecrm.com/managed-services



Silverline creates rewarding experiences for our team, our clients, and the world we live in. We tailor digital transformation solutions to meet your specific needs by leveraging insights acquired through 10+ years in the business and thousands of engagements along with real-world expertise gained across Financial Services, Healthcare, and Media and Entertainment industries. From strategic planning and implementation to managed services, we guide clients through every phase of their journey, enabling continuous value with the Salesforce platform. We also offer CalendarAnything, a popular scheduling application on the AppExchange, as well as industry-proven accelerators.

