

One Partner. Full Stack. Built for Complexity



Mphasis included in IDC ServiceScape:
U.S. Midmarket Salesforce Implementation Services 2025–2026

WHO WE ARE

Mphasis Silverline is a global Salesforce partner and digital transformation consultancy, acquired by Mphasis in 2023. We specialize in Salesforce implementation, consulting, and managed services for large and mid-sized organizations across financial services, healthcare and life sciences, and media and communications.

WHAT WE DELIVER

Our offerings span the full Salesforce ecosystem — Sales, Service, Marketing, Financial Services Cloud, Data Cloud, and Industry Clouds — supported by accelerators purpose-built for complex, industry-specific use cases. Engagements commonly include front-, middle-, and back-office optimization, third-party system integration, data modernization, and AI enablement. Change management, managed services, and user adoption programs ensure sustained success post-implementation.

BY THE NUMBERS

**16
YEARS**

Salesforce
Practice

4000+

Projects
Completed

750-800

Salesforce
Specialists

25+

Accelerators

20+

Agentforce
Scenarios

OUR DELIVERY IP



Silverline Foundry

Houses **25+** pre-built accelerators, **20+** Agentforce scenarios, and **50+** design library assets — driving faster deployment, lower cost, and repeatable delivery. Our global delivery model provides onshore, nearshore, and offshore capabilities for scalability and cost efficiency.

INDEPENDENT ASSESSMENT

Mphasis Silverline was included in IDC ServiceScape: U.S. Midmarket Salesforce Implementation Services 2025–2026, a comprehensive guide evaluating the key functionalities of Salesforce implementation services providers. The IDC excerpt featuring Mphasis is available for download at:



Source: IDC ServiceScape: U.S. Midmarket Salesforce Implementation Services 2025–2026 (Doc #US54222726, January 2026)

For more information, visit: <https://silverlinecrm.com>

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