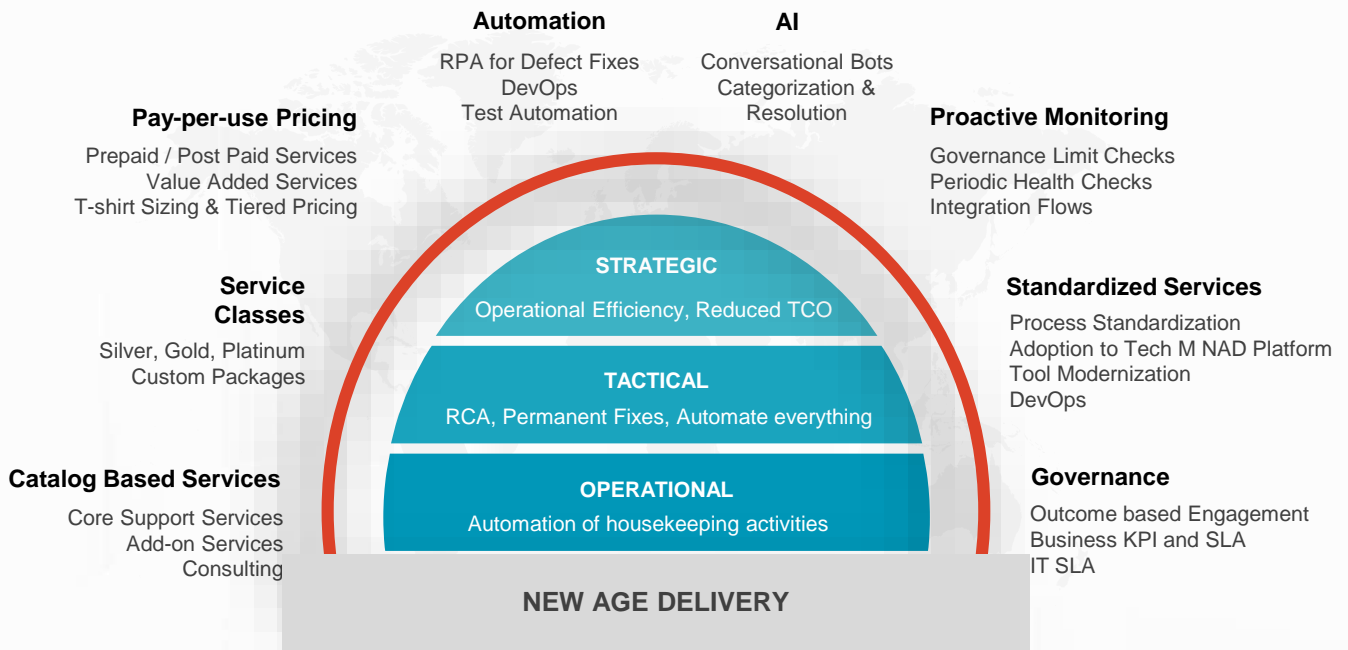# SPAAS

SALESFORCE SUPPORT AS A SERVICE

Our new & improved Service Support Model for Salesforce, **SpaaS,** driven by Automation & Intelligence is designed to deliver Productivity Gains & Operational Excellence, enabling you to focus & invest on business growth. SpaaS covers Administration, Issue Resolution, Enhancements and Deployment Management with DevOps and Automation.

Automation
RPA for Defect Fixes
DevOps
Test Automation

AI
Conversational Bots
Categorization &
Resolution

Pay-per-use Pricing
Prepaid / Post Paid Services
Value Added Services
T-shirt Sizing & Tiered Pricing

Proactive Monitoring
Governance Limit Checks
Periodic Health Checks
Integration Flows

Service Classes
Silver, Gold, Platinum
Custom Packages

STRATEGIC
Operational Efficiency, Reduced TCO

Standardized Services
Process Standardization
Adoption to Tech M NAD Platform
Tool Modernization
DevOps

TACTICAL
RCA, Permanent Fixes, Automate everything

Catalog Based Services
Core Support Services
Add-on Services
Consulting

OPERATIONAL
Automation of housekeeping activities

Governance
Outcome based Engagement
Business KPI and SLA
IT SLA

NEW AGE DELIVERY

CORE SERVICES

Pay per Use - Service Catalogue & Class

Catalog, Coverage
SLA driven pricing models
Core + Flexi Teams

Incident Management (L1.5, L2)

Administration & Ticket Resolutions
Access Management
SLA Adherence
KB driven Faster Resolutions
RCA & Incident Preventions
SOP Executions

Salesforce Upgrades

Proactive reviews of upgrade features
Show & Tell
Upgrade & Testing

Enhancements (L3)

Design & Extend Components
Reusable
Best practices

EXTENSIONS

Proactive Monitoring

Governance Limits
Storage
Integration Flows
Business KPIs

Test Automation

Automated Testing of SIT & UAT
System availability checks
Performance measurements

DevOps

Transitioning to DevOps
CI/CD & Automated Deployments
Sandbox Management & Refresh

AI & RPA

Ticket Categorization
Automatic Assignments
Auto Resolutions
Touchless Transactions using RPA

Chatbots

KB/SOP/FAQ Driven
Initiate RPA
Automated Resolutions

VALUE ADDS

Health Checks

Best Practices Review
Code Scanners
Approach to Stabilize

Security Vulnerability

Data visibility and R&R checks
Community (portal) hacking
vulnerabilities
Data masking

Lightning Upgrade

Assessment of Classic to Lightning
Roadmap Recommendations
Transition to Lightning
Reusable

App Rationalization

IT Landscape Review
Legacy 2 Cloud
ROI Improvements

Roadmap & Consulting

Legacy to Salesforce Migration
Consulting & Architecture as a Service
Build vs Buy recommendations

BENEFITS

Reduced **Total Cost of Operation** (TCO) through Proactive Monitoring, Automation & AI

Improved **Service Availability** monitored through real-time Command Center

Well-defined, mature offerings (Core Services, Extensions & Value-Adds) for Improved **Business Focus**

Compliance & Standardization (DevOps) through Tech M's New Age Delivery (NAD) Platform

Routine Health Checks & Timely Hassle free upgrades ensure a Healthy instance, enabling **Time-to-market**

24 * 7 * 365 Global Coverage through established and highly secure Dev Centers

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