BESTIR

SALESFORCE.COM
"OFFSHORE APPLICATION SUPPORT"
(ONGOING)

🌐 www.bestirtech.com

BACKGROUND

Customer #1

US based provider of solutions in cloud networking and Software-Defined Wide Area Network (SD-WAN) technology for global companies to build cost-effective WANs.

Customer #2

US Software provider with #1 Social Sales & Marketing CRM that manages Relationships without manual entries and automatically enriches itself with relevant prospect and customer information from dozens of data sources.

OFFSHORE APPLICATION MAINTENANCE AND SUPPORT TEAM

Our team works as an extension of the customer's IT team. While the offshore team carries out its work independently there are many cases where both teams simultaneously work on projects. The offshore team is in complete sync with the objectives, Projects, activities and priorities of the Parent team at all times.

Some of the tasks involved in the Salesforce.com Application maintenance are:

- Admin support tasks like user management, profiles, permissions, Page layouts.
- Development Support for standard & Custom Salesforce.com modules.
- Development Support for Customer portal.
- 3rd party integrations like Active Directories and other User directories.
- A customized Integration of Salesforce.com and Mindtouch systems for the CRM.
- Many enhancements to existing standard and custom modules.
- Extensive configuration assistance including workflows, approval processes, reports.
- Extensive customization Advanced APEX API's, Visual force pages and Web services.

The handshake is being handled smoothly with the help of

- Daily calls and standing status meetings in overlap timings.
- Collaboration tools like Zendesk and Jira Ticketing system.

KEY ENHANCEMENTS

- **SERVICE CONSOLE DEVELOPMENT** - Service console provides an unifying helpdesk experience for agents. It gives the agent a 360-degree view of the customer, the current status of case and all the related details of the customer, contact, product, activities, email, RMA etc. The console is customized to add additional relevant information.

- Service console saves the agents a lot of time and clicks and helps in improved employee productivity and increased customer satisfaction. Our team built and delivered the console and it is being used by the users successfully.

- **MINDTOUCH INTEGRATION** - Mindtouch makes company content reach everyone, everywhere. Client implemented Mindtouch but needed customization to integrate it with their customer portal. Our team created the custom portal pages and used rest APIs to integrate with Mindtouch.

- **CUSTOMER PORTAL CUSTOMISATION**—The client's customer portal was customized to handle standard functionality like Case handling & Mindtouch related functionalities e.g. Active Directories, SSO user Integration, Access to documents, Reports.

- **SALES ORDER GEO-LOCATION AND DEPOT MAPPING** – Automated Google Maps API based GeoLocation is calculated when new Depot is created or existing depot address changed.

- Auto Populate Address Field's in RMA Page.

- RMA Clone Functionality (Native & Custom).

- RMA Process to Handle Planned and Un-Planned Down-Time.

- Backward compatibility.

KEY SUPPORT ACTIVITIES

- Sending email notifications to respective users when a case is created
- Adding all Case Collaborators to case creation email notification
- Adding multiple email addresses to contact
- Developing "Add Attachment" widget within Portal for the case detail page
- Changing case record type for all the cases within Production
- Sending attention required requests (if exists) to specified people through Email
- Sending Pending requests to users when the "Customer Community Account Type" is null or account does not exist by clicking a button within Registration Request
- Creating cases using Secondary Email also by sending emails within Salesforce.com
- Cosmetic changes in Portal and Salesforce.com
- Adding or Modifying the fields or users related data within Salesforce.com

HOW DID WE DELIVER?

Our team handles Cases/Tickets of different types - Feature Requests, Administration tasks, Enhancements and Customizations. Our team is well trained to handle the Support & Development requests based on the Request Type and priorities. Feature Requests and Enhancements are implemented using the proven Bestir Implementation & Maintenance Methodology.

PROJECT PROFILE

Type of Project	Salesforce.com Offshore Application maintenance & Support
Client/Engagement	**A U.S based IT Cloud Consulting company**
Team Size	3 resources for on-going Enhancements and Support
Technology/Tools	**Salesforce.com Technology:** Sales cloud, Service cloud, Customer portal, Force.Com, Visual force Pages, Triggers, Test Methods, Apex Classes, SalesForce Testing (Functional, Usability and Load Testing). **Packaging:** Salesforce.com Managed package **Tools : ZenDesk** **MindTouch Integration:** SalesForce Integration with MindTouch for accessing the articles and what's new within the documentations/articles. **SSO User Integration:** ADFS (Active Directory Federation Services)
Testing Tools	Manual Testing & Internal Bug tracking system
Industry	Multiple end clients from various industries
Users	All users within the SalesForce (Both Employees and Customers)
Special notes	• Developed all the VisualForce Pages for the Customer Community and made those all pages as responsive as possible. • Processed all the responses that can be possible from Mindtouch and created a valid Integration between both Salesforce and Mindtouch. • Geo Location API's, RMA Cloning, Backward Compatibility
Other details	• Developed Integration between download.com server and Salesforce.com to get the Serial Files details to Salesforce and access through the Case directly • Developed Case Management within Portal to give the access to users which they created and get the update of the case accordingly in that particular time. • Developed a Salesforce Object structure to store all the serial files within Salesforce and gave access to portal where the users can able to download those serial files into their device. • Gave a special access of serial files to partners within the different accounts.

ABOUT US

WE ARE A
40
PEOPLE

We are a 40 people boutique software consulting company. We design and implement software solutions to real world business problems.
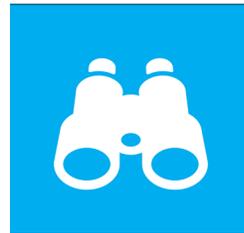
Our vision is to become a 100 people company by 2020, operating from India, with an average revenue per employee of USD 100,000 P.A.

Led by a team of 3 senior technocrats and 6 mid-level project managers we have the right mix of resources to take up projects in the range of 10 people months to 100 people months.

Our current technical skills are in Salesforce, NetSuite, MEAN and Microsoft Technologies. For skills other than these, we will outsource the coding part to our vendors in India while taking complete responsibility for the project design and delivery.

ABOUT YOU

If you are a sophisticated, market facing company with a need for designing and implementing software solutions to solve real world business problems, or if you are a Software Service or Product Company in the US, looking for a reliable and committed long-term partner, you have come to right place. We are looking for clients whose annual software budget is in excess of USD 100,000.

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