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# RadixBay Salesforce Services

You need more than great software to drive success.

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# Agenda

- 1 **Company Overview**  
*Who we are*
- 2 **Services**  
*What we do*
- 3 **Model**  
*How we do it*
- 4 **Next Steps**  
*Build your solution*

# Rural Services: *The Offshore Alternative*

## SUPPORT COMPARISON

### Rural Shore vs Offshore

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RadixBay's unique TCoE rural shore model combines the cost benefits of offshore services with the security & simplicity of onshore support.

Comparison	Offshore	Rural Shore
Keep Data in US	x	✓
Audit Compliance	x	✓
No Time Zone Issues	x	✓
Ease of Communications	x	✓
Convenience/Collaboration	x	✓
Ease of Oversight	x	✓
Access to Pool of Talent	?	✓
Skilled Labor	?	✓
Reduce Support Costs	✓	✓

# Rural Shore Service Benefits

100% US Based  
Services

Fully Customizable  
Service Offering

Projects, SOWs and  
Ongoing Support

Teams of Technical  
Specialists

Full & Supplemental  
Support Options

Focus On Innovation  
Not IT

Offshore Savings  
+  
Onshore Quality,  
Simplicity and  
Security

Dozens of Years of  
Collective Experience

No Employee Overhead  
Costs

Leverage Skills of an  
Entire Company

Easily Scalable  
Services

Only Pay for Services  
You Need

Immediate Access to  
Hard to Find Skills

# Rural Shore IT Delivery Model



## The Rural Sourcing Value Proposition

- A more balanced and holistic model of IT service delivery, including high quality/lower cost rural sourcing options.
- Over time, more of our clients' long-term IT outsourcing needs will be addressed primarily from our rural centers.
- The best six sigma management via waterfall and agile models coupled with a "right shore" delivery/deployment model.
- The advantages of **common working hours, understanding US business practices, common culture** and a **common language**, coupled with a **lower cost basis for top IT consulting talent**.

**40+ Customers - 100 + Projects**



Talent Pools



Talent Acquisition & Vetting



Employee Onboarding



Immersion Training



Certification



Client Engagement Onboarding



Ongoing Performance Management & Optimization

# Our Services

## MANAGED SERVICES



ALL MAJOR DB AND OS  
PLATFORMS  
ORACLE APPLICATIONS

## SALESFORCE



DESIGN - DEVELOP  
MANAGE - OPTIMIZE

## CLOUD



AMAZON AWS  
MICROSOFT AZURE  
ORACLE CLOUD

## APPLICATION SUPPORT



DEVELOPMENT  
TESTING SERVICES

## ADVISORY SERVICES



PRODUCT EVALUATIONS  
TECHNOLOGY ANALYSIS  
BEST PRACTICES

# Rural Center Services



RadixBay offers a broad range of **enterprise-grade IT services** that include application development, packaged application management, strategic advisory services, testing services and 24x7 on premise and cloud data infrastructure support.

Our **end-to-end solutions** help you to quickly leverage new business opportunities, improve operations and reduce risk.



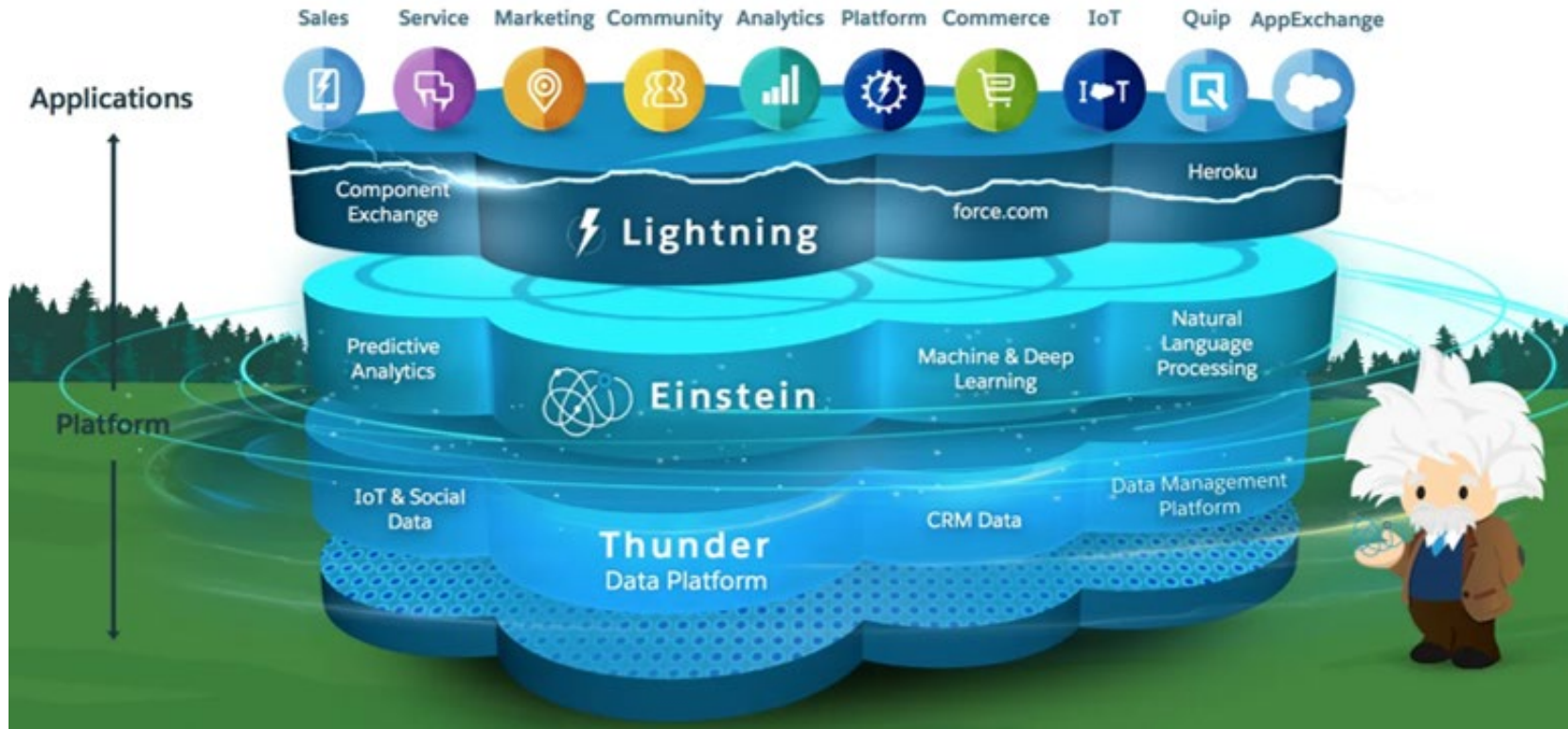
# Salesforce Services



RadixBay provides an easily customizable set of end-to-end services that help clients to fully maximize the value of their Salesforce deployments.

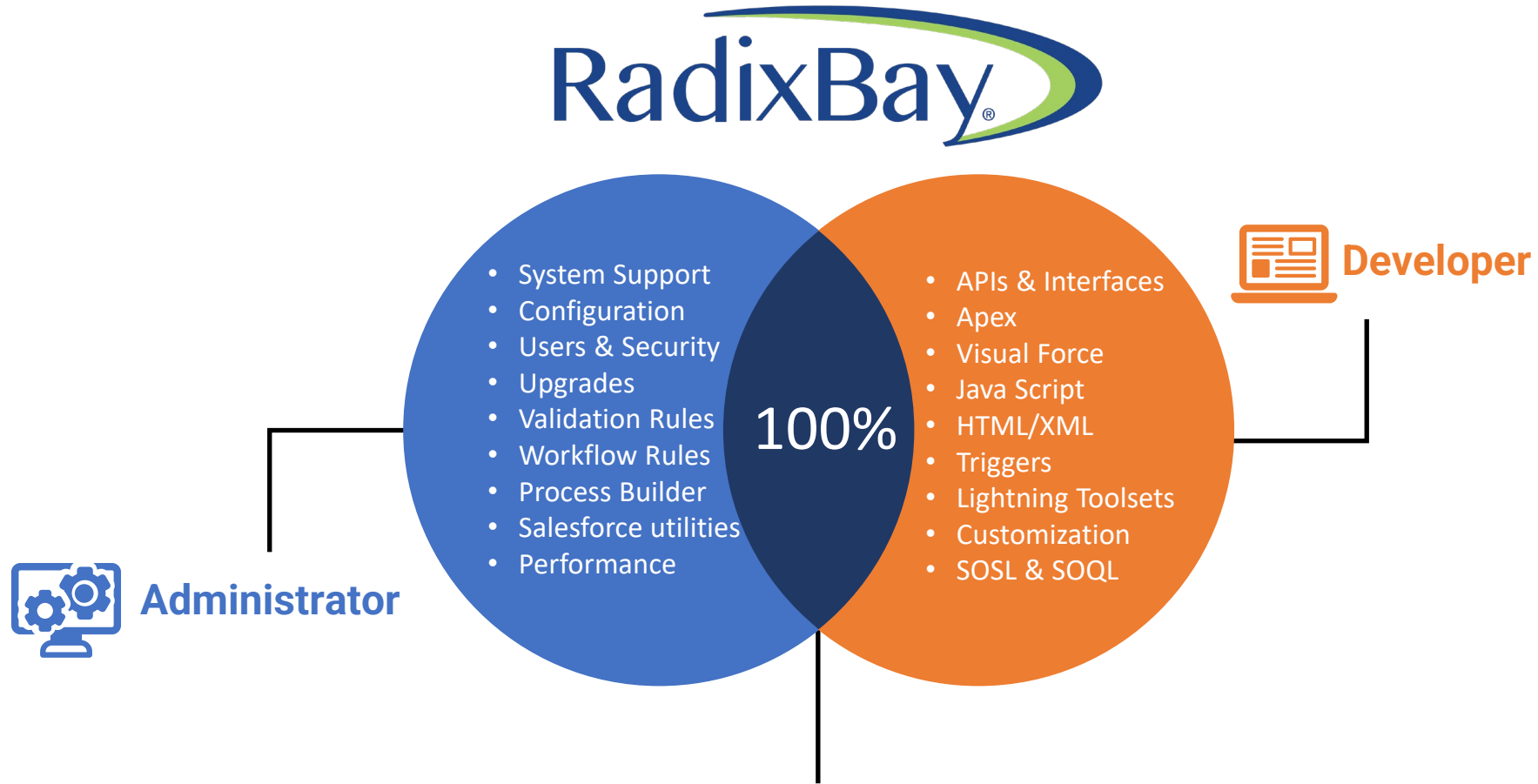
Projects

Ongoing Support



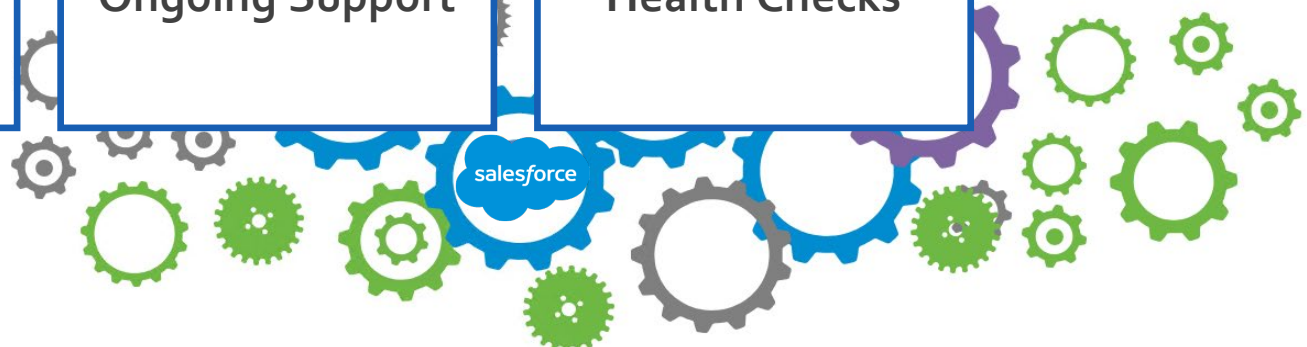
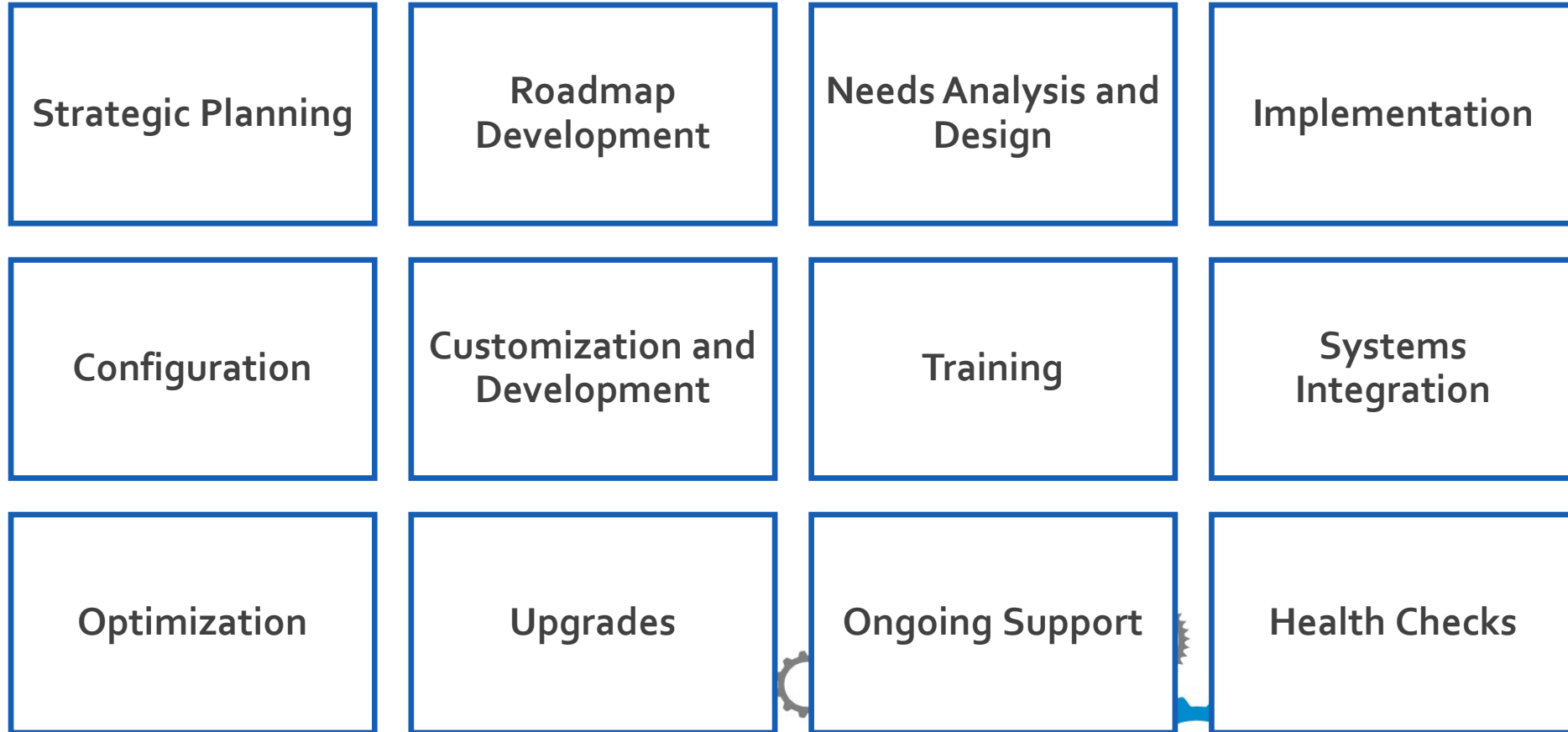


# Complete Set of Salesforce Services



**A robust, end-to-end service offering that provides a total solution for your Salesforce support needs.**

# Service Offerings



# Salesforce Implementations

## SALESFORCE DIGITAL TRANSFORMATION

### Project Proven Methodology

RadixBay adheres to a packaged set of structured project management guidelines and implementation strategies that are purpose-built to ensure successful Salesforce implementations.



#### Industry Standards

RadixBay adheres to agile development standards to ensure quality and accelerate application time-to-market.



#### Best Practices

RadixBay leverages its field experience to continuously refine and improve its implementation best practices.



#### People

RadixBay clients are able to leverage the collective knowledge of an entire team of Salesforce implementation experts.



#### Processes

From initial project planning to user training and production turnover, RadixBay adheres to a time-tested implementation framework.



#### Tools and Technologies

RadixBay's implementation toolkit provides all of the functionality required to drive successful projects.

# Salesforce Development



## **CUSTOM DEVELOPMENT**

### **Salesforce Development**

RadixBay's development specialists help you to determine if Salesforce is able to provide your organization with the functionality you need or a custom solution is required.

Our developers work with your team to create custom software solutions that transform your enterprise and save you time and money.

**If you can envision it - we can build it!**

### **UNIQUE BUSINESS WORKFLOWS AND INTERNAL PROCESSES**

Our experts are able to quickly develop custom screens, workflows, and reports to integrate your organization's unique business processes into the Salesforce system.

### **STREAMLINE AND AUTOMATE OPERATIONS**

We can also create workflows that automate repetitive, time-consuming tasks and streamline daily operations.

### **ADDING FUNCTIONALITY NOT AVAILABLE FROM SALESFORCE**

RadixBay is able to fill in the gaps and provide the features and capabilities your organization needs that aren't provided inherently by Salesforce.

# Salesforce Optimization



## **PLATFORM IMPROVEMENT**

### **Salesforce Optimization**

Our advisory specialists analyze how your company uses Salesforce and perform a deep-dive technical evaluation of your platform.

The analysis team documents a prioritized list of technical and business-focused recommendations you need to improve your current environment and build tomorrow's growth strategies.

### **ALIGN SALESFORCE WITH YOUR BUSINESS WORKFLOWS AND INTERNAL PROCESSES**

Our experts review your Salesforce workflows, processes, and integrations with other systems to ensure they are aligned with your business priorities and designed to streamline operations.

### **IMPROVE BUSINESS PERFORMANCE WITH INDUSTRY-SPECIFIC INSIGHTS**

RadixBay clients are able to leverage our broad range of industry expertise to fully leverage their CRM investment.

### **IN-DEPTH BUSINESS ALIGNMENT AND TECHNICAL SYSTEM AUDITS**

From licensing and user administration to complex business workflows and data quality best practices, our analysts perform an in-depth analysis of your system.

# Salesforce Support

ASSIST YOUR TEAM

## Supplemental & Projects

Client chooses the services they need

Projects, SOWs and ongoing support

All services are included

**Refocus staff on higher ROI activities**

TOTAL OWNERSHIP

## Full Support

RadixBay assumes 100% ownership

From development to optimization

All services are included

**Focus on your business - not IT**

# Supported Products



*my*TRAILHEAD

# Salesforce Certifications

All Salesforce team members have multiple Salesforce certifications.



Sales Cloud





# Attracting and Retaining Talent is Challenging

According to Gartner, “Talent has now been recognized as the single biggest issue standing in the way of CIOs achieving their objectives.” 71% of US CIOs believe there is a talent scarcity reaching crisis in the world.



**RadixBay provides hard to find talent and ensures support continuity.**

# RadixBay Helps You to Focus on What's Important

**Reduce support costs and focus  
on growing your business  
– not IT support.**



According to Gartner, roughly 70-80% of IT budgets go to maintaining infrastructure and the status quo – “keeping the lights on”

# Top Drivers for RadixBay Services



Your Needs	Our Solutions
<b>Reduce Salesforce TCO</b>	<b>Rural Shore Delivery Model</b>
<b>Salesforce Not Meeting Expectations</b>	<b>Dedicated Team of Certified Experts</b>
<b>Better Utilize Your Internal Staff</b>	<b>Supplemental Assistance</b>
<b>Full Time Person Not Required</b>	<b>Easily Customizable Services</b>
<b>Focus on your Business, not Support</b>	<b>Salesforce Managed Services</b>



**IT Consulting  
and  
Managed Services**

**Thanks from the  
RadixBay Team!**

*Leverage the combined skills and expertise of an entire company of technology experts*