

G- Cloud 15

Service Description : Salesforce Support Services

The Coforge logo is positioned in the bottom right corner of the slide. It features the word "Coforge" in a sans-serif font, with the "Co" in orange and "forge" in white. A thin orange line curves from the bottom left towards the top right, passing behind the logo.

Coforge

Coforge at a glance

KEY STATS

\$1.45Bn

FY24 Revenue Est.

\$462Mn

FY26 Q2 Revenue

\$1.63Bn

FY26 Executable
Order Book (up to Q2)

CLIENTS

260

Clients

10+ years

Average tenure for Top 10 clients

61

Forbes Global
1000 clients

65

Net Promoter
Score (NPS)

94%

Repeat client business
(Q3FY24)

PEOPLE

35,000+

Employees worldwide
as on Nov 30th, 2025

11.0%

Attrition rates
on Nov 30th, 2025

25

Countries

31

Delivery Centers



Public Sector

Modernizing the Public Sector and nonprofits worldwide driving digital transformation, delivering accessible, inclusive, and secure citizen centric services while ensuring value and social impact.

20+

Public Sector Customers

1500+

Industry Experts

10+

Frameworks

15+

Talent & Skill Academics

10+

Years experience Public Services

50+

Digital Transformations Delivered

 Cloud & Infra Services

 Digital Services

 Application Development

 Quality Engineering

 Data and Analytics

 Intelligent Automation

Digital Process Automation partner for multiple strategic areas for a large government department

Strategic IT transformation partner for leading Communications Regulator providing Cloud, Application, Data & Innovation services

Pega-based digital transformation enhancing audit efficiency, ensuring a paperless transition for a major government department

 Central/Federal Government & Agencies

 Local/State Government & Councils

 Nonprofit & Community Organizations

 Utilities



Our industry specific partners

 MuleSoft

 PEGA

 Microsoft Azure

 Appian

 aws

 salesforce

 servicenow

 Google Cloud

 sitecore

Key differentiations.



Citizen-centric & ethical innovation

Responsible AI: Focus on transparent, unbiased AI for services

Design thinking: User research and GDS compliance to co-create services with citizens and front-line staff



End-to-End digital transformation

Full-Service capabilities: Combine strategy, cloud, cybersecurity, data/AI and operational delivery under one roof

Proven frameworks: Reusable frameworks like APR, DONE to accelerate projects (e.g., modernizing legacy systems)



Strategic partnerships & ecosystems

Hyperscale alliances: Deep ties with Microsoft (Azure), AWS and GCP- key for GovTech frameworks

Platform alliances: Top partners for Pega, Salesforce, ServiceNow and Appian delivery solutions to clients such as HMRC, DWP, Ofgem



Scale & local presence

Large UK footprint: Thousands of employees across the UK, including dedicated public sector teams with security clearances (SC/DV) and expertise in compliance

Global backing: Leverage global R&D while tailoring solutions to UK-specific needs

Our ESG Ambitions, Pledge and Strategies

ESG Ambition: “At Coforge, sustainability is not an adjunct to growth; it is the way we grow as an organisation. In line with our ESG vision, ‘In Harmony with the Environment,’ we focus on creating lasting value through co-existence: of business with nature, innovation with empathy, and growth with equity. As we move forward, we are committed to ensuring that our progress not only uplifts our enterprise but also the communities and ecosystems around us. Sustainability is prioritised across all operational aspects, ensuring that our impact is both measurable and meaningful.”

Sudhir Singh, Chief Executive Officer

Our comprehensive ESG strategy and approach towards a responsible and sustainable organization considers both, a long-term objective, as well as short-term implications of our initiatives, activities and business decisions.

Our Commitment and Goals

Reduce our environmental impact

Be Carbon Neutral
by 2040

Be Zero Waste
by 2040

Be Water Positive
by 2040

Social inclusiveness and community development

Drive holistic well-being, health & wellness of the workforce

Drive equality and inclusiveness at all levels

Enhance livelihood of communities, through social & community development initiatives

Follow strong ethics and code of conduct

Empowered, diverse and inclusive board

Adhere to strong code of ethics

Secure digital assets with Cyber Security

Partnering with us, you gain access to the exceptional partner ecosystem.

Cloud, Data and AI

Integration/CRM

Customer Experience

DPA

Extended Ecosystem

Awards & Recognitions

GenAI Customer Value Partner of the Year 2025: Americas

SPECIALTIES

- 1-to-1 Customer Engagement (Americas)
- Government (Asia Pacific)
- Pega Platform (Americas, EMEA)

AUTHORIZED GEOGRAPHIES

- Americas
- Asia Pacific
- EMEA

Global Premier Partner

Appian Europe 2024: Public Sector Partner of the Year

Appian 2018: Regional Partner of the Year - APAC

Standard of Excellence Customer Award at Formation'24

MuleSoft 'Top Partner of the Year' award 2024

Industry

6 | © Coforge, 2026 | Confidential

Coforge

Case Study: Modernising Enterprise Information and Document Operations for a Leading UK Government Agency

Business Challenge:

The agency needed to modernise and unify its document and case management systems to securely handle billions of records, support high-volume operations, and meet strict compliance standards. Legacy platforms limited scalability and integration, making it difficult to efficiently serve diverse departmental needs.

Coforge Solution:

- Delivered a secure, scalable, and integrated enterprise content management platform using OpenText Documentum technologies.
- Automated workflows and business rules streamlined document and case management across departments.
- Enhanced search and knowledge discovery enabled faster, smarter decision-making for users.
- Ensured robust compliance and operational resilience, deeply integrated with business-critical systems.
- Leveraged extensive public sector experience to efficiently manage billions of documents and support over 100,000 users.
- Provided a comprehensive suite of services including digital mailroom, legal case management, fraud case tracking, archiving, and seamless integration with productivity and case management applications.

Results:

- Enabled secure, compliant management of billions of documents and empowered over 100,000 users with improved efficiency and user experience.
- Delivered streamlined workflows and faster decision-making, ensuring reliable service delivery and ongoing innovation.

Key Highlights:

- Provided a scalable, resilient architecture with deep integration across business-critical systems and diverse public sector functions.
- Demonstrated a proven track record of success in complex environments, combining automation, compliance, and seamless operations.

Case Study : Cloud Migration and Infrastructure Modernisation for Leading UK Non-Profit Organisation

Business Challenge:

- On-premises server infrastructure running on EOL/EOS hardware & software, resulting in Frequent Outages, Loss of Productivity ,Increased Service Cost
- Due to EOL hardware, technology transformation was not possible
- Shared infrastructure between multiple Charities

Coforge Solution:

- Coforge provided solution to move the existing infrastructure to MS Azure public cloud-based solution. It helped to reduce the outages and stabilized the customer infrastructure
- Coforge proposed an Agile-based sprint methodology during the migration of the 359 servers and applications to the cloud
- Identity and Access Management (IAM) architecture was designed in AD to provide frameworks for protecting data and resources
- MPLS Network infrastructure was segregated for each Charities with dedicated server's implementation on Microsoft Azure platform

Results:

- Coforge solution delivered an immediate 30% cost saving with further sustainable year-on-year reductions
- Increased operational efficiency was up by up to 80%, saved user's effort by up to 60%, and effective business operations
- Deploying API/Data storage to the cloud, cut down on infrastructure costs by up to 50%
- C-SAT scores improved from previous service provider@10% to 80% in 6 months
- No downtime reported since customer moved to Azure Cloud services

Key Highlights:

- Stable and Scalable Infrastructure
- Cost-Efficient IT
- Reduced E-Waste
- Lower Carbon Footprint

Case Study : Enhancing Network Security and Infrastructure for a Leading UK Non-Profit Organisation

Business Challenge:

- Virtual Router & Virtual firewall, as a service provided by Equinix at their Datacenter in London, was reaching EOL/EOS.
- Dependency of manual configuration and license management with Equinix product engineering team

Coforge Solution:

- New Virtual router and Virtual Firewall configured and Provisioned by Coforge using Equinix fabric portal
- Migrated all cross connect connections from Virtual router & Firewall to newly upgraded infrastructure with higher capacity
- Coforge retained configured internal/public IPs to minimize the impact

Results:

- Ease of management & operation through Equinix fabric portal
- Dependency on Equinix direct vendor eliminated. Coforge took over the ownership for better & faster vendor support
- Equinix fabric portal migration option identified and tested for automated virtual connection migration
- Firewall log management enhanced with granular traffic overview

Key Highlights:

- Upgraded the infrastructure to the supported levels
- Elimination of vendor dependency
- Increased response and resolution time

Salesforce Support Services

Service Description

Coforge provides comprehensive Salesforce support, from incident management and enhancements to fully managed services using onsite and offshore teams. We support buyer-hosted, client-hosted, or third-party-hosted Salesforce environments, ensuring seamless operations and continuous improvement across all deployment models.

Features

- Incident management handled via onsite-offshore managed service model.
- 24x7 coverage with SLA-based ticketing and governance reviews.
- Proactive monitoring and health checks prevent issues before impact.
- CI/CD pipelines streamline fixes and feature deployments safely.
- Knowledge base accelerates triage, resolution, and onboarding efficiency.
- Cost-optimized staffing using core-flex, BOT, and augmentation models.
- Multi-cloud support spans Sales, Service, Marketing, Data Cloud, Tableau.
- Security and audits aligned to industry compliance frameworks.
- Automation accelerators reduce manual tasks, improving productivity measurably.
- Transparent dashboards display KPIs, backlog, and SLA adherence clearly.

Benefits

- Higher platform stability, fewer incidents, improved user satisfaction.
- Predictable service quality through SLAs, governance, and improvement cycles.
- Faster resolution using playbooks, automation, and expert triage practices.
- Reduced ownership cost via optimized staffing and automation levers.
- Improved compliance through audits, controls, and proactive monitoring regimes.
- Business continuity supported with robust release and change management.
- Multi-cloud expertise maximizes Salesforce investment value across enterprises.
- Clear visibility into performance, backlog, and roadmap for alignment.
- Scalable model adapts to demand spikes without quality risks.
- Continuous improvement culture drives innovation and incremental ROI gains.

For more information, please connect.

Registered Office Address : 280 Bishopsgate, London, EC2M 4AG

London , EC2M 4AG ,United Kingdom

Email Address: bids.eu@coforge.com

Coforge