DATASHEET

RIMINI SOLUTIONS™ FOR SALESFORCE®

PRODUCTS SUPPORTED

- Sales Cloud
- CPQ
- Revenue Cloud
- Service Cloud
- Field Service
- ClickSoftware
- Data Cloud
- MuleSoft
- Tableau
- Experience Cloud
- Marketing Cloud
- Commerce Cloud
- Energy & Utilities Cloud
- Health Cloud
- Higher Education Cloud

INDUSTRY SPECIALIZATIONS

- Energy and Utilities
- Healthcare
- Manufacturing
- Public Sector and Education
- Telecommunications
- Retail

The Business Challenge

As the leading provider of CRM solutions,[1] Salesforce® is committed to continuously developing best-in-class CRM applications. However, many organizations struggle to navigate the Salesforce ecosystem, given the increasing number and complexity of clouds[2] and over 4,600 apps on the AppExchange.[3]

Whether you are grappling with the skills shortage in the Salesforce industry, trying to maximize the return on your increasingly complex investment, or charting your path through innovation constraints toward modernized AI technology,[4] you need a flexible partner who is accountable for your success.

The Rimini Street Solution

Rimini Street is your trusted Salesforce partner. Our Rimini Solutions™ for Salesforce® delivers a flexible suite of services delivered by global CRM experts who are accountable to your evolving business needs. Rimini Street's deep origins in ERP guide our expertise in managing and expanding the Salesforce platform with scalable alignment across your Oracle, SAP, database, and security architecture. Our unique blend of managed services and consulting services makes us the ideal partner to achieve your goals.

How We Can Help

- **No time for innovation projects?** We can deliver on tough projects like AI readiness.
- **Suffering from skills shortages?** Extend your team with managed service professionals.
- **Losing sleep over complexities?** We have expertise across Salesforce applications.
- **Struggling to balance daily administration versus investing in modernization?** We provide a unique blend of both managed services and consulting services.

Serious About Accountability

Rimini Consult™ for Salesforce® planning and strategic advisory services are designed to challenge organizations to think in terms of *measurable outcomes, total cost of ownership, and return on investment.* This is how we demonstrate accountability and ultimately define our value as a Salesforce consulting partner.

Global Expertise

Rimini Solutions™ for Salesforce® is a global team of experts who support 24/7/365 monitoring and issue avoidance. Our technical competency spans the extensive Salesforce ecosystem with expertise in Sales, Service, Marketing, and Experience clouds.

We've designed our strategic advisory services to help clients fully utilize the ever-expanding Salesforce ecosystem.

Flexible by Design

Rimini Manage™ for Salesforce® is offered as a unique, "unlimited" support model at a fixed price and is flexible in design to *provide the right service at the right time.*

Our Salesforce application managed services can be dynamically optimized to focus on the most pressing projects, allowing clients to *better meet changing business needs.*

SOLVING TODAY'S CHALLENGES

» **AI-Readiness:** The #1 topic in Salesforce® news today. Deploying an AI-powered CRM platform starts with a comprehensive customer data strategy. Ask us about our master data management solutions.

» **Modernization on a Budget:** Aging CRM systems, poor data quality, missing or underutilized features, and limited budgets are challenges we help our clients overcome.

» **Maximize Value of Your Existing System:** Our services maximize the value of clients' expensive Salesforce investments by extracting every dollar of value.

salesforce PARTNER

salesforce PARTNER MSP

Learn more about Rimini Solutions™ for Salesforce®

Rimini Solutions™ for Salesforce® is a unique blend of both Rimini Manage™ and Rimini Consult™ for Salesforce. Our consulting services are designed to challenge clients to think in terms of **measurable outcomes**, **total cost of ownership**, and **maximizing return on investment**. This is how we demonstrate accountability to our clients and ultimately define our value as a Salesforce consulting partner.

Rimini Manage™ for Salesforce®

Our application managed services free up valuable IT resources, flex as your business grows, and establish predictable costs in an uncertain environment. Through a unique, "unlimited" support model offered as a fixed price, Rimini Solutions™ for Salesforce are flexible in design to provide the right service at the right time. Our service catalog covers more than 130 core managed services

- Outsourced administration
- Minor enhancements
- Break/fix
- Performance monitoring
- System configurations
- Analytics

Rimini Consult™ for Salesforce®

Our professional services are designed to help your ecosystem evolve and minimize integration and interoperability challenges within your enterprise software ecosystem. We take advantage of the flexible nature of Salesforce technologies — from core clouds to MuleSoft™ middleware standards — to deliver the very best architectural design for platform scalability.

- Roadmap and strategic planning
- Platform "health" checks
- Interoperability and integration
- Data migration
- Security
- Skills expansion and augmentation

"With Rimini Street application management services for Salesforce, for about the same cost of hiring one reasonably experienced Salesforce administrator, I have access to a worldwide group of highly qualified engineers. Not only have I expanded the skills and depth of my team, I now get the benefits 24/7."

Patrick Haley
Sr. Director of Sales Operations, NTT Global Data Centers Americas

[1] Salesforce https://www.salesforce.com/campaign/worlds-number-one-crm/
[2] Salesforceben The ultimate Guide to Every Salesforce Product in 2023 https://www.salesforceben.com/salesforce-products/
[3] Salesforce Statistics https://www.amraandelma.com/top-salesforce-statistics-in-2022/#
[4] Salesforce AI for IT: The New AI Launches from Dreamforce 2023 https://www.salesforce.com/blog/ai-for-it/

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