

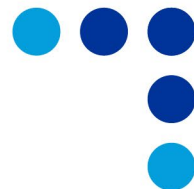


EuroForce

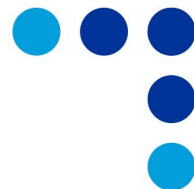
Service Definitions

Table of Contents

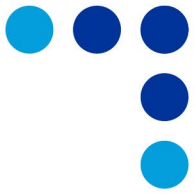
Executive Summary	5
1. Why EuroForce	5
1.1 About Us	5
1.2 A New Kind of Technology Advisory & Integrator	6
2. Service Scope	6
2.1 In Scope	6
2.2 Out of Scope (unless explicitly agreed)	7
3. Service Offerings	7
3.1 Cloud Implementation (Salesforce & AWS)	7
4. Responsibilities & Delivery Approach	12
4.1 Customer Responsibilities	12
4.2 Supplier Responsibilities	13
5. Onboarding & Offboarding	13
5.1 Onboarding	13
5.2 Offboarding / Exit Plan	14
6. Service Levels (SLAs)	14
7. Security & Data Protection	15
8. Accessibility	15
9. Risk Management	16



10. Pricing Structure	16
10.1 Unit Pricing and Day Rates	16
10.2 Engagement Models	17
10.3 Discounts	17
10.4 Optional Extras	17
10.5 Free Trials	17
11. Roles & Responsibilities	17
11.1 Supplier Responsibilities	17
11.2 Customer Responsibilities	18
11.3 Shared Responsibilities	18
12. Support Model	18
12.1 Support Channels	18
12.2 Support Hours	19
12.3 SLAs and Response Targets	19
12.4 Escalation Routes	19
12.5 Maintenance Windows	19
13. Service Constraints	19
13.1 Technical Constraints	19
13.2 Organisational Constraints	20
13.3 Dependencies	20
14. Service Metrics & Reporting	20



14.1 Available Reporting	20
14.2 Reporting Frequency	20
14.3 Key Performance Indicators.....	21
14.4 Dashboards	21
15. How The Service Is Accessed	21
15.1 Access URLs	21
15.2 Authentication Methods	21
15.3 Supported Browsers.....	22
15.4 Supported Devices.....	22
16. Appendix A: Salesforce Platform Characteristics	22
16.1 Multi Tenant Architecture	22
16.2 Environment Strategy	22
16.3 Platform Releases	22
16.4 API Limits.....	22
16.4 API Limits.....	23
16.5 Browser & Device Limitations	23
16.6 Data Centre Operations	23
16.7 Virtualisation	23
16.8 Interface Limitations	23
16.9 LWC Styling Constraints.....	23



Executive Summary

EuroForce delivers AI first digital transformation and cloud implementation services that enable public sector organisations to modernise services, improve operational efficiency, and deliver better outcomes for citizens, staff, and partners. As a leading European Salesforce partner headquartered in Munich, EuroForce combines deep technical expertise with a values driven approach grounded in Foresight, Co creation, Simplicity, Agility, Ownership, and Human Connection.

Our services span the full lifecycle of digital transformation — from strategic advisory and business analysis to cloud implementation, agentic AI enablement, and ongoing managed services. We specialise in impact driven sectors including education, public services, and non profits, where technology plays a critical role in improving lives and strengthening organisational resilience.

EuroForce designs and implements secure, scalable, and interoperable cloud solutions using Salesforce and complementary technologies. Our “Think Big, Start Small, Scale Fast” methodology blends design thinking, business insight, and technical excellence, ensuring that innovation is grounded in measurable outcomes and delivered with confidence.

This Service Definition provides a consolidated, CCS compliant overview of EuroForce's G Cloud 15 offerings. It outlines the scope of our services, the delivery approach, onboarding and offboarding processes, service levels, security and accessibility commitments, constraints, dependencies, and pricing. It is designed to give public sector buyers a clear, transparent, and practical understanding of how EuroForce delivers value through the G Cloud framework.

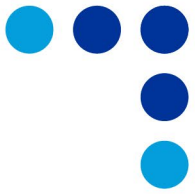
1. Why EuroForce

1.1 About Us

EuroForce is a leading European Salesforce partner driven by a single mission: to create meaningful technological impact. We specialise in sectors where digital transformation directly improves lives — education, public services, and non profits. Our AI first consultancy model combines local expertise with continental scale, ensuring measurable outcomes in every engagement.

Guided by our values of Foresight, Co creation, Simplicity, Agility, Ownership, and Human Connection, we design solutions that make services more human while improving operational performance. We integrate seamlessly with existing systems using proven interoperability patterns, ensuring information flows securely without replacing what already works. Security, access, audit, and governance align to customer policies, with GDPR and data sovereignty always respected.

Organisations typically achieve faster response times, clearer handoffs between teams, fewer manual steps, and improved decision making visibility. The result is a single, trusted platform for citizens, partners, and staff — combining simplicity, coordination, and accountability.



1.2 A New Kind of Technology Advisory & Integrator

EuroForce looks beyond efficiency and short term gains. We help organisations explore the potential of emerging technologies — particularly Agentic AI — to reshape how they engage stakeholders and deliver services. Our approach enables intelligent, adaptive experiences and unlocks new ways of working.

Our delivery model blends design thinking, business insight, and technical depth through our **Think Big, Start Small, Scale Fast** framework. Every initiative begins with imagination but is anchored in measurable outcomes. We pilot safely, validate with evidence, and scale only what works — ensuring innovation leads to sustained impact.

We also innovate in commercial models, offering flexible options such as quick start packages, outcome based pricing, and transparent value frameworks. These approaches align incentives, reduce risk, and give customers confidence in both cost and delivery.

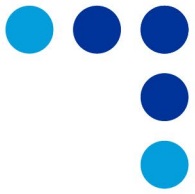
2. Service Scope

EuroForce's G Cloud services provide organisations with a complete, end to end pathway for designing, configuring, and deploying secure, scalable, and interoperable cloud solutions. Our work begins with a deep understanding of the customer's current processes and ambitions, ensuring that every solution is grounded in real world context and measurable outcomes.

The service includes all activities required to take a concept from initial discovery through to production deployment and early life support. This ensures that customers receive a fully operational, well documented, and future ready solution that integrates seamlessly with their wider technology landscape.

2.1 In Scope

- Discovery, requirements gathering, and process mapping
- Solution and technical architecture design
- Salesforce configuration and custom development
- Data modelling, migration planning, and execution
- Integration design and API development
- Testing across all phases (unit, integration, UAT, performance)
- Deployment to production environments
- Hypercare support following go live
- Knowledge transfer and training
- Documentation of solution design, configuration, and custom code



2.2 Out of Scope (unless explicitly agreed)

- Salesforce or third party licensing procurement
- Ongoing managed service or BAU support beyond hypercare
- Non Salesforce system remediation or upgrades
- Extensive data cleansing or enrichment
- Penetration testing
- Custom development outside Salesforce's supported technologies
- Content creation for websites or portals
- Change management beyond training and knowledge transfer

3. Service Offerings

EuroForce's G-Cloud 15 services combine innovation, expertise, and practical results. Each service is designed to deliver rapid value, measurable outcomes, and sustainable transformation across the public and private sectors.

3.1 Cloud Implementation (Salesforce & AWS)

EuroForce provides comprehensive cloud implementation services that enable organisations to leverage Salesforce's cloud infrastructure for scalable, secure, and high performance business solutions. Our approach combines deep technical expertise with proven methodologies for designing and implementing enterprise grade platforms that address specific business requirements while maximising platform capabilities.

We work closely with stakeholders to understand current processes, pain points, and desired outcomes. This insight informs a solution design that reflects both strategic ambitions and operational realities. Our implementations span Salesforce's multi cloud ecosystem, including Sales Cloud, Service Cloud, Experience Cloud, Marketing Cloud, and Industry Clouds, ensuring that organisations can deliver seamless, end to end digital experiences.

End to End Service Lifecycle

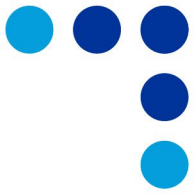
EuroForce's lifecycle model ensures clarity, quality, and predictable delivery:

Discovery & Requirements Definition

We engage business and technical stakeholders to map processes, define user needs, and establish success criteria. This phase produces user stories, acceptance criteria, and a shared understanding of the desired future state.

Solution Design

We translate requirements into technical specifications, including data models, integration patterns, security frameworks, and user interface designs. Designs are reviewed collaboratively to ensure alignment and feasibility.



Build & Configuration

Our consultants configure Salesforce using declarative tools and develop custom components where required. Iterative development cycles include regular demonstrations, enabling continuous feedback and refinement.

Testing & Validation

We conduct unit, integration, performance, and user acceptance testing to ensure the solution is robust, secure, and ready for production use.

Deployment & Hypercare

Solutions are deployed through controlled release processes that minimise disruption. Hypercare support stabilises the solution as users adopt new capabilities.

Knowledge Transfer & Handover

We provide administrator training, user training, and comprehensive documentation to ensure long term sustainability.

Customer Outputs

Customers receive a complete, production ready solution supported by:

- Technical architecture documentation
- Configured Salesforce environments
- User and administrator guides
- Training materials and sessions
- Testing artefacts
- Source code and metadata
- A project closeout report with recommendations

Measurable Benefits

EuroForce implementations deliver tangible improvements across:

Operational Efficiency

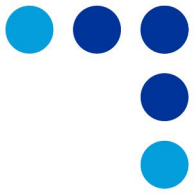
Reduced manual effort, streamlined workflows, and faster processing times.

Customer & Citizen Experience

Improved service delivery, omnichannel support, and faster case resolution.

Cost Optimisation

Lower infrastructure costs, reduced maintenance overhead, and maximised use of Salesforce's native capabilities.



Risk Reduction

Enhanced security, stronger compliance, and improved business continuity.

Use Case Examples

- Sales operations and pipeline management
- Customer service and case management
- Partner relationship management
- Public sector constituent services
- Grant management
- Healthcare patient engagement
- Manufacturing sales to production workflows

3.2 Digital Transformation Advisory

EuroForce's Digital Transformation Advisory service helps organisations reimagine how they deliver value to citizens, staff, and partners. We combine strategic insight, design thinking, and deep sector expertise to guide organisations through complex change.

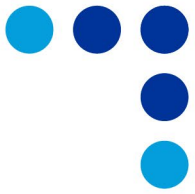
Our advisory engagements focus on aligning technology with organisational goals, simplifying processes, and enabling new ways of working. We help customers build transformation roadmaps, prioritise investments, and design operating models that support long term success.

What this service includes

- Digital strategy development
- Service design and journey mapping
- Operating model design
- Technology road mapping
- Change readiness assessment
- Business case development
- Innovation and AI opportunity identification

Benefits

- Clear strategic direction
- Reduced transformation risk
- Better alignment between technology and organisational goals
- Improved stakeholder engagement
- Faster decision making



Use Cases

- Designing a citizen centric service model
- Modernising legacy processes
- Establishing a cloud first operating model
- Identifying opportunities for automation and AI

3.3 Agentic Artificial Intelligence

EuroForce helps organisations harness the potential of Agentic AI to create intelligent, adaptive, and human centred services. Our approach focuses on safe, ethical, and measurable AI adoption aligned with public sector expectations.

We support organisations in identifying high value AI use cases, designing responsible AI frameworks, and implementing agentic workflows that enhance productivity and service quality.

What this service includes

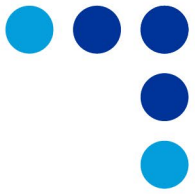
- AI readiness assessment
- Use case identification and prioritisation
- Agentic workflow design
- AI powered automation
- Ethical AI frameworks
- Governance and risk management
- Pilot development and scaling

Benefits

- Improved decision making
- Faster service delivery
- Reduced manual workload
- Enhanced citizen and staff experiences
- Responsible and transparent AI adoption

Use Cases

- Intelligent triage and routing
- Automated case summarisation
- AI assisted knowledge retrieval
- Predictive service demand modelling



3.4 Business Analysis

EuroForce's Business Analysis service provides the structure, clarity, and insight required to deliver successful digital transformation. Our analysts work closely with stakeholders to define requirements, map processes, and ensure that solutions reflect real operational needs.

What this service includes

- Requirements gathering and documentation
- Process mapping and optimisation
- User story creation and backlog management
- Acceptance criteria definition
- Stakeholder engagement
- Gap analysis and impact assessment

Benefits

- Clear, validated requirements
- Reduced delivery risk
- Improved solution alignment
- Stronger stakeholder confidence

Use Cases

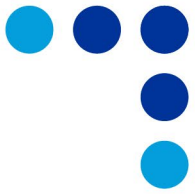
- Preparing for a Salesforce implementation
- Redesigning end to end processes
- Establishing a product backlog
- Supporting UAT and change management

3.5 Managed Services (Outsourced Service Provider)

EuroForce's Managed Services offering provides ongoing support, optimisation, and enhancement of Salesforce solutions. We act as an extension of the customer's team, ensuring stability, continuous improvement, and rapid response to emerging needs.

What this service includes

- Incident resolution
- Enhancements and minor development
- Release management
- Performance monitoring



- User support
- Administration and configuration
- Proactive optimisation

Benefits

- Stable, reliable platform operations
- Reduced internal workload
- Faster issue resolution
- Continuous improvement
- Predictable costs

Use Cases

- Ongoing Salesforce support
- Enhancing existing solutions
- Managing triannual Salesforce releases
- Providing admin capacity for overstretched teams

4. Responsibilities & Delivery Approach

4.1 Customer Responsibilities

EuroForce's delivery model is built on partnership. Successful outcomes depend on close collaboration between our consultants and customer teams, with each party contributing insight, expertise, and timely decision making. Customers play a vital role in ensuring that the solution reflects operational realities and can be adopted confidently across the organisation.

Customers are expected to provide access to subject matter experts, technical teams, and decision makers who can validate requirements and approve key design decisions. This collaboration ensures that the solution is aligned to business needs and that delivery progresses without unnecessary delays.

Customers are responsible for

- Providing accurate and complete information about processes, data, and systems
- Ensuring timely access to internal systems required for integration
- Participating actively in workshops, design reviews, and testing
- Assigning a product owner with authority to make decisions
- Managing internal communications and organisational change
- Providing test data and supporting user acceptance testing

- Ensuring staff attend training and engage with new processes

By fulfilling these responsibilities, customers help create the conditions for a successful implementation and long term adoption.

4.2 Supplier Responsibilities

EuroForce takes responsibility for delivering a secure, high quality, and user centred implementation. Our consultants bring deep Salesforce expertise, structured delivery methods, and a commitment to transparency throughout the engagement.

We lead the design, configuration, development, and deployment of the solution, ensuring that all work aligns with best practice and public sector expectations. We also manage risks, dependencies, and communication, ensuring that customers have full visibility of progress.

EuroForce is responsible for

- Delivering services in accordance with the agreed Statement of Work
- Providing qualified consultants with relevant Salesforce expertise
- Applying best practice architecture, configuration, and development standards
- Maintaining clear communication and governance throughout delivery
- Managing risks, issues, and dependencies transparently
- Ensuring all deliverables meet agreed acceptance criteria
- Embedding accessibility, security, and data protection requirements
- Providing documentation, training, and knowledge transfer

This balanced distribution of responsibilities ensures clarity, accountability, and confidence for all stakeholders.

5. Onboarding & Offboarding

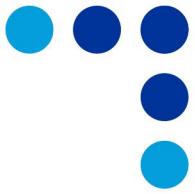
5.1 Onboarding

EuroForce's onboarding process is designed to create clarity, momentum, and shared ownership from the very beginning of the engagement. We work closely with customer stakeholders to establish a strong foundation for delivery, ensuring that everyone understands the objectives, the approach, and the roles involved.

The onboarding phase begins with a structured kick off session that brings together the delivery team, key business representatives, and technical leads. This session aligns expectations, confirms scope, and sets the tone for collaborative working. From there, EuroForce undertakes a series of activities to prepare the project for a smooth and efficient start.

What onboarding includes

- Establishing access to Salesforce environments, collaboration tools, and relevant systems



- Reviewing existing documentation, process maps, and architectural diagrams
- Confirming governance structures, escalation paths, and decision making authority
- Creating and prioritising the initial backlog of user stories
- Defining acceptance criteria, KPIs, and success measures
- Agreeing the delivery plan, sprint cadence, and communication rhythm

By the end of onboarding, both teams have a shared understanding of the project's direction, a clear delivery roadmap, and the practical arrangements needed to begin implementation with confidence.

5.2 Offboarding / Exit Plan

EuroForce ensures that the end of the engagement is as structured and supportive as its beginning. Our offboarding process is designed to give customers everything they need to operate, maintain, and evolve their Salesforce solution independently or with another supplier.

As the project concludes, we provide a comprehensive handover of documentation, configuration details, and custom code. We also deliver targeted knowledge transfer sessions to administrators, support teams, and operational leads, ensuring that each group understands how to manage the solution effectively.

Offboarding includes

- Handover of all solution documentation, code, and configuration metadata
- Knowledge transfer sessions tailored to different user groups
- Support for data extraction or migration to another supplier
- Review of outstanding items, risks, and recommendations
- Final exit report summarising the project's status and next steps

This structured approach ensures continuity, reduces operational risk, and empowers the customer to take full ownership of their platform.

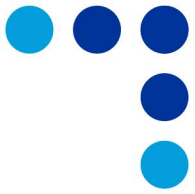
6. Service Levels (SLAs)

EuroForce provides service levels that ensure responsive, reliable support throughout delivery and during the hypercare period following go live. These service levels give customers confidence that issues will be addressed promptly and that the project will maintain momentum.

During delivery, our consultants respond to customer queries within one business day, ensuring that decisions are made quickly and that progress is not delayed. Weekly status reports provide visibility into progress, risks, and upcoming activities, while sprint ceremonies ensure that stakeholders remain engaged and informed.

Hypercare service levels

- Severity 1 issues: response within 4 hours, resolution within 1 business day
- Severity 2 issues: response within 1 business day, resolution within 3 business days



- Severity 3 issues: response within 2 business days, resolution within 5 business days

Support is provided during standard UK business hours (09:00–17:00, Monday–Friday). Clear escalation paths ensure that critical issues receive immediate attention.

7. Security & Data Protection

Security and data protection are central to EuroForce's delivery approach. We design and implement solutions that align with UK GDPR, NCSC guidance, and public sector security expectations. Salesforce provides a secure, multi tenant cloud environment with encryption in transit and at rest, and EuroForce builds on this foundation by implementing robust access controls, audit trails, and secure integration patterns.

Our security approach includes

- Role based access control and least privilege principles
- Encryption in transit (TLS 1.2+) and at rest
- Secure development practices and code reviews
- OAuth 2.0 authentication for integrations
- Named credentials for secure outbound connections
- Audit trails and logging for key activities

EuroForce does not store customer data outside Salesforce environments. Data minimisation principles guide our approach, and retention policies are aligned with customer requirements. In the event of a security incident, we work closely with customer security teams to investigate, contain, and resolve the issue.

8. Accessibility

EuroForce is committed to ensuring that solutions are accessible to all users, including those with disabilities or assisted digital needs. We design and configure Salesforce capabilities in alignment with WCAG 2.2 AA standards where supported by the platform.

Accessibility is embedded into user stories, acceptance criteria, and design decisions from the outset. During discovery, we explore user needs and identify any accessibility considerations that may influence the solution. During testing, we validate that the solution supports inclusive use and meets the expectations of diverse user groups.

Our accessibility commitments

- Use of semantic components and accessible Lightning Web Components
- Keyboard navigability and screen reader compatibility
- Testing with assistive technologies
- Inclusive design principles applied throughout delivery

9. Risk Management

Risk management is an integral part of EuroForce's delivery approach. From the outset, we establish a RAID log that captures risks, assumptions, issues, and dependencies. This log is reviewed regularly with customer stakeholders, ensuring that potential challenges are identified early and addressed proactively.

Our risk management approach includes

- Assessing risks based on likelihood and impact
- Developing mitigation strategies collaboratively
- Maintaining clear escalation paths
- Tracking dependencies across teams and systems
- Reviewing risks weekly as part of governance

This structured approach ensures transparency, reduces uncertainty, and supports predictable delivery.

10. Pricing Structure

EuroForce provides transparent, predictable pricing aligned with G Cloud requirements. Our pricing model is designed to give public sector organisations clarity, flexibility, and confidence in how services are costed and delivered.

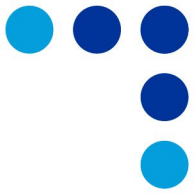
Pricing is based on published day rates for each role, with the option to structure engagements as time and materials or fixed price where scope is well defined. All rates are listed in the EuroForce G Cloud 15 Pricing Document.

10.1 Unit Pricing and Day Rates

EuroForce offers day rates for a range of delivery roles, including:

- Solution Architects
- Technical Architects
- Senior Developers
- Developers
- Business Analysts
- Project Managers
- AI Specialists
- Service Designers

These rates reflect the expertise required to deliver secure, scalable, and high quality solutions.



10.2 Engagement Models

EuroForce supports multiple engagement models to meet different organisational needs:

- Time and Materials — flexible, ideal for evolving requirements
- Fixed Price — suitable for well defined scope with low uncertainty
- Blended Teams — mixed seniority for cost efficient delivery
- Outcome Based Packages — aligned to measurable value

10.3 Discounts

Volume based discounts may be available for:

- Multi phase programmes
- Long term partnerships
- Large scale transformation initiatives

10.4 Optional Extras

Optional enhancements may include:

- Additional training packages
- Extended hypercare
- Specialist AI advisory
- Accelerated delivery squads

10.5 Free Trials

EuroForce does not offer free trials due to the bespoke nature of professional services.

However, customers may commission discovery only engagements as a low risk way to evaluate fit.

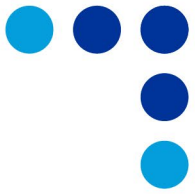
11. Roles & Responsibilities

EuroForce works collaboratively with customers to ensure clarity, accountability, and shared ownership throughout delivery.

11.1 Supplier Responsibilities

EuroForce is responsible for:

- Delivering services in line with the Statement of Work
- Providing qualified consultants



- Applying best practice architecture and development standards
- Managing risks, issues, and dependencies
- Ensuring documentation, training, and knowledge transfer
- Embedding accessibility, security, and data protection

11.2 Customer Responsibilities

Customers are responsible for:

- Providing access to SMEs and decision makers
- Supplying accurate business and technical information
- Participating in workshops, reviews, and testing
- Managing internal change and communications
- Providing test data and UAT resources

11.3 Shared Responsibilities

Some responsibilities are shared, including:

- Maintaining clear communication
- Managing dependencies
- Ensuring alignment to scope
- Supporting continuous improvement

This shared model ensures transparency and smooth delivery.

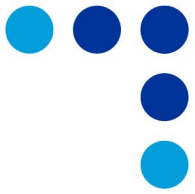
12. Support Model

EuroForce provides structured support throughout delivery and during the hyper-care period following go live. For ongoing support beyond hyper-care, customers may procure EuroForce Managed Services.

12.1 Support Channels

Support is available through:

- Email
- Ticketing system
- Scheduled calls
- Project collaboration tools



12.2 Support Hours

Standard support hours are:

09:00–17:00 UK time, Monday–Friday (excluding public holidays).

12.3 SLAs and Response Targets

During hyper-care:

- Severity 1: response within 4 hours, resolution within 1 business day
- Severity 2: response within 1 business day, resolution within 3 business days
- Severity 3: response within 2 business days, resolution within 5 business days

12.4 Escalation Routes

Escalation paths are agreed during onboarding and may include:

- Project Manager
- Delivery Lead
- Engagement Director

12.5 Maintenance Windows

Salesforce maintenance windows follow Salesforce's published schedule.

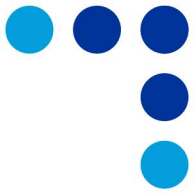
EuroForce coordinates release readiness and regression testing as required.

13. Service Constraints

EuroForce services operate within the constraints of the Salesforce platform and the customer's technical environment. These constraints are not limitations of EuroForce's service but inherent characteristics of cloud platforms and enterprise delivery.

13.1 Technical Constraints

- Salesforce governor limits
- API usage limits
- Platform release cycles
- Mobile UI limitations
- No custom CSS frameworks in Lightning Web Components



13.2 Organisational Constraints

- Availability of customer SMEs
- Access to internal systems
- Change control processes
- Data quality and readiness

13.3 Dependencies

- Integration specifications
- Test data availability
- Customer approval cycles
- Third party system responsiveness

EuroForce works proactively to identify and mitigate constraints early in delivery.

14. Service Metrics & Reporting

EuroForce provides transparent reporting throughout delivery to ensure visibility, accountability, and continuous improvement.

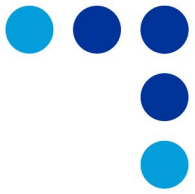
14.1 Available Reporting

- Weekly status reports
- RAID logs
- Sprint reviews and demos
- Velocity and burndown metrics
- Release readiness reports

14.2 Reporting Frequency

Reporting cadence is agreed during onboarding and typically includes:

- Weekly project updates
- Fortnightly sprint reviews
- Monthly steering meetings



14.3 Key Performance Indicators

KPIs may include:

- Delivery velocity
- Defect rates
- UAT pass rates
- Deployment success rates
- User adoption metrics

14.4 Dashboards

EuroForce can configure dashboards to support:

- Project health
- Risk tracking
- Performance insights
- Adoption and usage

15. How The Service Is Accessed

EuroForce services are accessed through customer owned Salesforce environments and standard collaboration channels.

15.1 Access URLs

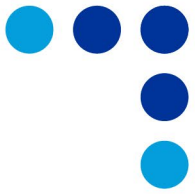
Customers access Salesforce via:

- <https://login.salesforce.com>
- <https://test.salesforce.com> (for sandboxes)

15.2 Authentication Methods

Supported authentication methods include:

- Username and password
- Multi factor authentication (MFA)
- Single Sign On (SSO)
- OAuth 2.0 for integrations



15.3 Supported Browsers

Salesforce supports the latest versions of:

- Chrome
- Edge
- Firefox
- Safari

15.4 Supported Devices

- Desktop and laptop browsers
- iOS and Android via Salesforce Mobile App

16. Appendix A: Salesforce Platform Characteristics

This appendix consolidates platform level information that applies across all EuroForce services. It avoids duplication and provides evaluators with a single reference point.

16.1 Multi Tenant Architecture

Salesforce operates a multi tenant cloud architecture where customers share infrastructure but maintain complete logical separation of data and configurations.

16.2 Environment Strategy

Typical environments include:

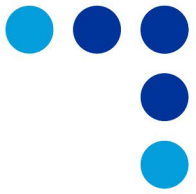
- Development
- QA / Integration
- UAT
- Training
- Production

16.3 Platform Releases

Salesforce delivers three major releases per year. EuroForce supports release readiness and regression testing.

16.4 API Limits

API usage is governed by Salesforce edition and licensing. EuroForce designs integrations to operate within these limits.



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16.5 Browser & Device Limitations

Salesforce Lightning Experience requires modern browsers. Internet Explorer is not supported.

16.6 Data Centre Operations

Salesforce manages all infrastructure, including:

- Compute
- Storage
- Networking
- Physical security
- Disaster recovery

16.7 Virtualisation

Salesforce abstracts all infrastructure through its platform as a service model.

16.8 Interface Limitations

Certain complex visualisations may have reduced functionality on mobile devices.

16.9 LWC Styling Constraints

Lightning Web Components support Tailwind utility classes but not custom CSS compilation.