

Persistent Systems' Managed Services Support

How and why it works

Lire en français

We subscribed to the managed services offer because the follow-up with the team that delivered the main object used on the CRM is of very strategic importance to Soitec. The knowledge I've acquired allows me to increase productivity on new delivery requests. As a result, I can free up time on the other applications for which I'm responsible.



Agnès MAGNIN

Business Process Analyst CRM / Supply Chain, Soitec

Managed services: what exactly are they?

As part of Persistent Systems' Salesforce Division, we're here to help customers to:

- \ define a roadmap for creating or improving your digital strategy
- \ build relevant scenarios to meet your business challenges
- \ take full advantage of the Salesforce ecosystem.

However, our collaboration with you doesn't need to stop once the implementation of your chosen solution(s) is complete – far from it! Because today, more than ever, companies need to access the cutting-edge expertise essential to accelerating their digital transformation and staying competitive.

And YET, companies can struggle to secure the ever-evolving digital transformation expertise they need. Often in-house IT teams are too stretched and overloaded to intervene and troubleshoot quickly, let alone adjust, adapt, and innovate tools and systems.

We want our customers to benefit from all the advantages of the latest solutions, free from hassles or headaches. That's why Persistent Systems offers a managed services package covering support, adjustments, and enhancements.



Persistent Systems has been a Salesforce Platinum Partner since 2003.

To find out more about Persistent's Salesforce Europe Division:

www.persistent.com/partner-ecosystem/salesforce-europe/fr

Even if we have the resources in-house, managed services complement skills not acquired or not immediately available. This allows us to rely on Persistent to implement evolutions or improvements.



Annet MATHIEU-BORDE

CRM, Process and Customer Digitization Project Manager, Pellenc ST

What separates managed services from outsourcing?

Managed services are often confused with outsourcing. While managed services involve outsourcing your IT service, there is one important difference:

- \\ **Outsourcing** makes your service provider responsible for managing the IT system
- \\ **Managed services** give you expert operational support without transferring responsibility to an external provider. We support and train your team to become fluent, self-sufficient users of your new solution(s). We also align our support with your company's strategic challenges and goals for digital transformation.

Persistent Systems' managed services go beyond outsourcing. We don't just solve problems: we help you to prevent and avoid breakdowns. Furthermore, we offer a support solution **tailored to** your needs.

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Business Process Analyst CRM / Supply Chain, Soitec

Managed services: how does it work?

Persistent Systems' managed services activities enable our customers to benefit fully from all the advantages of Salesforce solutions without the hassle of managing bugs and the pressure to make timely, vital adjustments and enhancements.

How flexible are the subscriptions?

We tailor support to fit your organization's size, scale, and maturity. Our support is flexible and scalable up or down according to your evolving business needs. It also integrates seamlessly into your IT ecosystem.

But that's not all: the service takes account of the complexity of software vendors other than Salesforce. Our managed services are underpinned by vast expertise across all the applications our customers use: We support everything to do with the **interconnections between Salesforce and your IT system**.

How do I subscribe?

Any company currently or wishing to use Salesforce solutions can benefit from our managed support offer.

- \ Whenever we support a company in setting up a CRM system, we always discuss further collaboration and detail the support options at the end of the project.
- \ If another integrator set up your Salesforce, but you'd like to make improvements and are looking for a new partner, managed services are a great way to start working with Persistent!

How do I contact the support team?

Our managed services customers make support requests via the Salesforce portal, which creates and manages tickets.

We assign you an expert contact with an in-depth understanding of your company's business systems, goals, and challenges. They will be your 'go-to' expert whenever you have a question. That said, our dedicated managed services team trains and works together, so if your designated person is unavailable, everyone else is ready to help resolve your query.

Moreover, our managed services team works in synergy with Persistent's technical architects and our entire European support network.

How long will it take to respond to and resolve my issue?

We acknowledge your support request as soon as we receive it so you know we're taking care of it. Resolution time **varies according to the question** and depends, among other things, on the number of people to be contacted. If a solution involves contacting several software solution providers, their availability may influence the time frame.

We subscribed to Persistent's managed services activities 3 years ago. This allows us to benefit from a follow-up with the same referent, who has a very good knowledge of custom developments and the constraints of our business.



Agnès MAGNIN

Business Process Analyst CRM / Supply Chain, Soitec

Eight customer-endorsed benefits of Persistent Systems' managed services

Our customers confirm that our managed services add value to their operations every single day.

- 1\ Risks mitigated, stress reduced, money saved:** Rely on our team to pre-empt trouble and resolve anomalies before they become complex, expensive 'issues.' We've got your back – technically and strategically.
- 2\ Reliably available, rapid responses:** Our team of managed support experts focuses solely on your solution's smooth operation – no competing priorities, no distractions. And, bonus! Managed support frees your in-house IT team to focus on managing their many priorities.
- 3\ Deep, diverse technical skills:** Our managed services team comprises peerless Salesforce cloud experts who know everything that matters about integrations with other software solutions.
- 4\ A Europe-wide network of experts:** Persistent Systems' reputation for teamwork precedes us in the marketplace, and for good reason. Managed service support teams regularly collaborate with our technical architects and draw on the vast knowledge and resources within Persistent's European-wide support network.
- 5\ Business know-how:** Besides being technically adept, our teams have the business background and knowledge to understand how to accelerate your digital transformation in line with your company's strategic priorities and business goals.
- 6\ Freedom to focus on day-to-day business growth and innovation:** Hand us the challenge of managing anomalies and enhancing your IT solutions. Free up energy and resources to promote innovative projects that grow your business.
- 7\ Maximize your technology investment:** Our certified Salesforce experts support you in maximizing your solution's efficiency, so you reduce downtime and increase productivity.
- 8\ Human-centered services:** Persistent's managed services bring you peerlessly specialized technical knowledge and experience. That said, our technical and systems prowess is underpinned by building enduring, trust-based relationships with staff across your organization. Empathy, attentive listening, and clear communication are at the heart of our success in delivering managed services that ensure smooth collaboration and a positive experience for all parties involved.

Persistent Systems' managed services are finely tuned to work with available teams to meet specific organizational needs. As a result, we enable our customers to make smooth transitions and gain rapid autonomy in using new solutions.

Persistent's support brings us the relevance of a competent level 2 and 3 to whom we can escalate issues that we can't or don't have the time to take on internally. Indeed, we don't have the resources that would have been necessary to internalize these skills and benefit from a multi-skilled team (SF developers, Talend developers, functional consultants).



Sébastien HAAS
Project Manager, Anaveo

We have subscribed to Persistent's managed services to help us build up skills in the deployed tool and obtain support for implementing evolutions and improvements. This provides us with solid complementary skills enabling us to maintain the tool and develop it further; the reassurance of being well supported on the various issues, questions, etc.



Annet MATHIEU-BORDE
CRM, Process and Customer Digitization Project Manager, Pellenc ST

We are very satisfied with our relationship with Persistent, one of our partners since 2003. As a partner Platinum Salesforce, Persistent works with us to contribute to our customers' success.



Leon Mangan

Salesforce SVP Alliances and Channels
EMEA & LATAM

Skills & Certifications

Management of complex multi-cloud projects. Over 700 certifications (June 2023), including FSL, CPQ, Marketing Cloud, Pardot, B2B Commerce, Tableau, Heroku, and Mulesoft.

About Persistent

With over 22,750 employees located in 21 countries, Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization. We work with the industry leaders including 14 of the 30 most innovative companies as identified by BCG, 8 of the top 10 largest banks in the US and India, and numerous innovators across the healthcare and software ecosystems. As a participant of the United Nations Global Compact, Persistent is committed to aligning strategies and operations with universal principles on human rights, labour, environment, and anti-corruption, as well as take actions that advance societal goals.

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