

# AppsAssurance for Salesforce

Managed services to maximize your Salesforce investment



AppsAssurance provides your business a solution for increasing service demands, limited bandwidth or lack of expertise through our team of Salesforce experts who will support you and your business with everything from project management to solution architecture to technical configuration.

We leverage our experience from over 600 Salesforce technology engagements to bring you best practices, efficient troubleshooting, system enhancements, integration support, deployment services and more.

Think of us as an extension of your team, working together to ensure success.

## Our Approach

At Apps Associates, we understand that there's no 'one-size-fits-all' technology solution for your business. We tailor our approach to your needs, focusing on value and ROI to ensure that you see results quickly. Our team of experts provides solutions for:

### Support and Maintenance

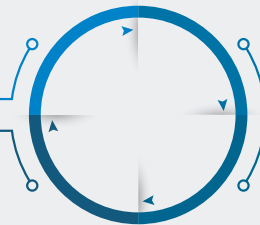
Handling issues, inquiries, maintenance and tasks that can be performed more effectively by an external agent.

**Goal: Limit cost while avoiding business disruption.**

### System Enhancements

Improve system capabilities and operational efficiency.

**Goal: Enhance the system to improve capabilities and operational processes.**



### Advisory Services

Define a system strategy roadmap and plan to execute.

**Goal: Maximize your technology footprint to improve business performance.**


### Release Management

Planning, analysis, and testing for triannual Salesforce updates.

**Goal: Maximize efficiency.**


## Your team of Salesforce experts

When you work with Apps Associates, you can take advantage of our decades of Salesforce experience, 300+ certifications, and expert project managers in one convenient package. Our team is your team, which gives you access to:



### Salesforce Admin

Salesforce expertise, attention to detail, and a focus on change management.



### Business Analyst

Process-focused, people oriented, and sharp as a tack.



### Solution Architect

Deep platform knowledge, business technology acumen, and a user-focused approach.



### Salesforce Developer

Programming expertise, adaptability, and a team of knowledge.

# Why Apps?



## Focus on Managed Services

- "Right Sized" for impact, scale, budget
- Incident/Break-fix Support, "How To"
- Enhancements for continual improvement
- Mature model optimized over the past 12 years



## Experienced AMS Team & Intellectual Property

- 200 Team Members
- 100 Customers
- Automated testing tool to accelerate the release management process.



## Quality Service

- Historically high client retention, satisfaction
- Continual review following best practices to drive business improvements
- Clear objectives for greater quality of service



## Global Delivery Model

- Structured delivery centers, multi-shore
- Flexible staffing model (dedicated or pooled resource approach)
- Apps Associates owned facilities in Hyderabad and Gurgaon, India and Dortmund, Germany to support offshore capabilities.
- Apps Associates owned facilities in Acton and Braintree, MA to support onshore capabilities.



## Breadth of Services

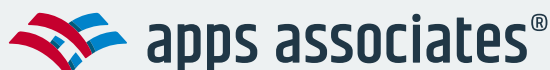
- Full life cycle service provider
- Multi-dimensional capabilities (functional and technical capabilities across stack)
- Proactively monitor and manage your application environment
- Salesforce, Oracle, AWS, MuleSoft, Boomi, etc..

## About Apps Associates

Apps Associates is an enterprise application services leader with a customer first focus.

Apps Associates has more than two decades of experience helping organizations innovate through digital transformation initiatives. Customers such as Brooks Automation, Hologic Inc., Edwards Vacuum, and Take Two Interactive Software turn to Apps Associates for strategic counsel, system integration and the services required to solve their most complex business challenges - utilizing experience in analytics, application modernization, process automation, digital systems, technology and operations.

To learn more about how Apps Associates can help you align your business with the right technology, visit: [www.appsassociates.com](http://www.appsassociates.com), or follow Apps Associates on social media on [Twitter](#) and [LinkedIn](#).



## Our Strategic Partners



ORACLE | Partner

