

# ABSYZ DMCC Corporate Deck

# IF YOU HAVE A VISION >>>> WE HAVE A SOLUTION

Redesign, Refine and Re-Organize your business with Salesforce experts



**350+**  
Enterprise  
Salesforce Projects



**4.85/5**  
Customer  
Satisfaction Rating



**98%**  
Repeat  
Business Rate



**1000+**  
Salesforce  
Certifications



**5+**  
Locations in  
Middle East,  
US & APAC

## Our Salesforce Expertise:

Sales Cloud | Service Cloud | Marketing Cloud | Experience  
Cloud | Tableau CRM | Commerce Cloud | Mulesoft

## Salesforce Industries Focus:

Manufacturing Cloud | Consumer Goods Cloud |  
Health Cloud



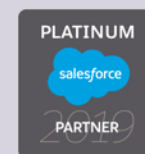
**100+**  
Active Customers



**400+**  
Dedicated Salesforce  
Resources



**SALESFORCE  
AND ABSYZ**



## OFFERINGS:

- ❖ Salesforce Advisory
- ❖ Salesforce Implementation
- ❖ Salesforce Managed Services

## DELIVERY EXCELLENCE:

- ❖ Salesforce CX Transformation and Roadmap
- ❖ Agile, Waterfall, Adaptive Execution
- ❖ Devops CI/CD Processes and Tools

# Other service areas



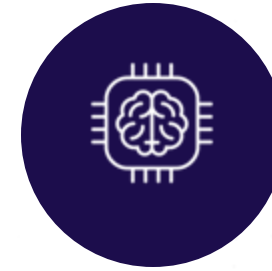
## Mobility

- Mobility roadmap planning
- Proof of concepts
- Architecture & Design
- App development
- Custom Salesforce
- App Development



## UI/UX

- User research
- Information architecture
- Creating user flows
- Wireframes and prototype
- Visual designs (High fidelity)
- Development support



## QA

- Functional/Non-Functional Testing
- Automation Testing
- Mobile Testing
- Continuous Integration
- Requirement & Defect Tracking

# Salesforce Capability tracks



## Sales Cloud

- Target setting
- KPI calculation
- Data visualization through Reports & Dashboards
- Customizable sales automation
- Mobile app integration for sales representative



## Commerce Cloud

- B2B and B2C
- Storefront Site setup using SFRA
- Storefront Site setup using SiteGenesis
- Cartridges, Catalogs, Categories, Products, Price books and other base setups



## Health Cloud

- Patient Onboarding and Experience
- Patient Engagement
- Payer and Patient Collaboration
- Dashboards and Reports
- Integrations to third party systems



## Service Cloud

- Customer service portal
- SSO integration
- Multilingual customer service portal
- Live agent service



## Pardot & Marketing Cloud

- Lead Scoring & Grading
- Automate Drip Marketing Campaign
- Customized landing pages
- Customer journey builder
- Social studio implementation
- Dynamic content creation
- Campaign ROI, Performance tracking



## Field Service Lightning

- Multiple Signatures on Service Reports
- Multi-Day Support for Schedules
- Map Polygons for bulk actions to hit multiple Service Appointments at once
- Enhanced product search
- Display Planned & Actual Travel Routes



## Community Cloud

- SSO implementation for seamless navigation across system
- Gamification for users
- Integration with cloud content management tools like BOX
- Live agent for real time chat support



## Einstein Analytics

- Integration with different data sources
- Data Manipulation
- Data Visualization
- AI-augmented Prediction, Forecasting & Insights using Recipes



## Integrations/ MuleSoft

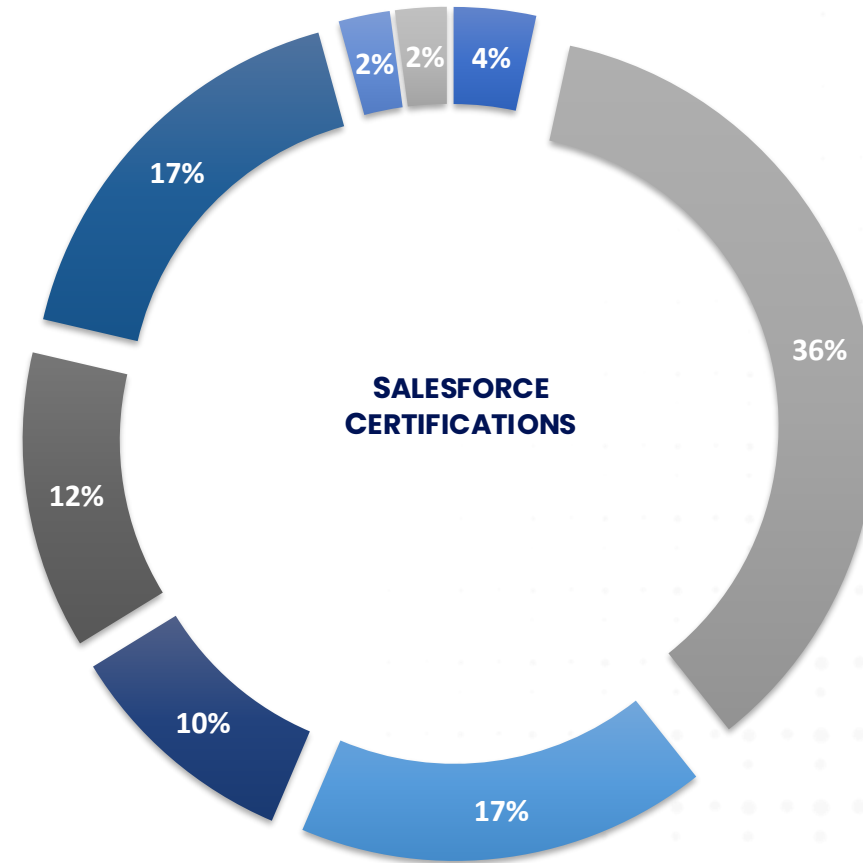
- REST / SOAP / OAuth
- Sites and Integration
- Batch Processing
- Repository Management
- Reusable integration template
- AnyPoint Exchange, Security
- Management Center



# Quick Stats: Resources

		Developers (2 - 6 Years Exp)	Consultants (6+ Years Exp)	BA/Functional/PM (4+ Years Exp)	Architects (10+ Years Exp)
Core Clouds	   	220+	50+	10+	10+
Industry/ Niche Clouds	 	80+	25+	10+	5+
MuleSoft/Dell Boomi/Talend	  	10+	5+	10+	7+
Quality Assurance		60+	20+	7+	4+
Scrum/Release Manager/PMO	 	NA	15+	5+	3+

# CERTIFICATIONS



- System & Application Architect
- Platform Developer II
- Sales & Service Cloud Consultant
- Commerce Cloud

- Platform Developer I
- Einstein Analytics & Discovery Consultant
- Salesforce Admin
- Mulesoft

# Our solution accelerators

## Components



### ▶ Lightning Data Table

To ease Searching and Sorting, generic lightning data table component



### ▶ Junction Builder

To ease Searching and Sorting, generic lightning data table component

## Apps



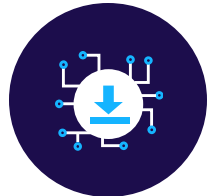
### ▶ ConnectEasy

End to End Employee Engagement Solution



### ▶ Multiple Lead Converter

Convert multiple leads at a time



### ▶ Smart Files Download

Download multiple files in zip format



### ▶ R-Robin

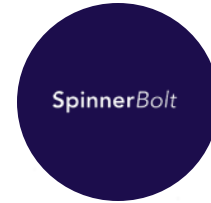
Assignment of records in round-robin based



### ▶ Prometer

Real-time visualization of process stages and place in page layouts

## Bolt Solutions



### ▶ Spinner Bolt

Enhance visit plans, sales process and order management specifically for Spinning mills industry.

# Our governance model

## QUALITY

- **Well Defined Roles and Responsibilities**

ABSYZ will work closely with the relevant stakeholders in the initial phase of the engagement to clearly define and agree a detailed RACI (Responsibility, Accountability, Consulting, and Inform) matrix across all the phases of the engagement.

- **Create Mutually Agreeable SLA's**

In Agreement with the Client

- **PMO Resource for every 5 to 6 Technical Resources**

Is assigned based on the project size and scale to ensure quality deliverables and effective communication

## EFFICIENCY

- **Project Management Office (PMO)**

As a part of effective project governance, ABSYZ will provide proactive and comprehensive reporting across various aspects of the support tracks. PMO will liaise with the various tracks and sources of information and provide proactive and comprehensive reporting to Client

- **Effective Onsite / Offshore Co-ordination**

The proposed model has an inbuilt capability of facilitating effective coordination between on-site and off-shore ensuring overlap and adherence to processes

## BUSINESS CONTINUITY

- **Orientation**

Set orientation program for new resources in terms of process knowledge, roles and responsibilities and Support SLA's etc.

- **Team Expansions**

Any additions to the team would go through such orientation, and in fact for all purposes the team would work as if an extension of the client's office in terms of availability, process knowledge and QA

- **Replacements**

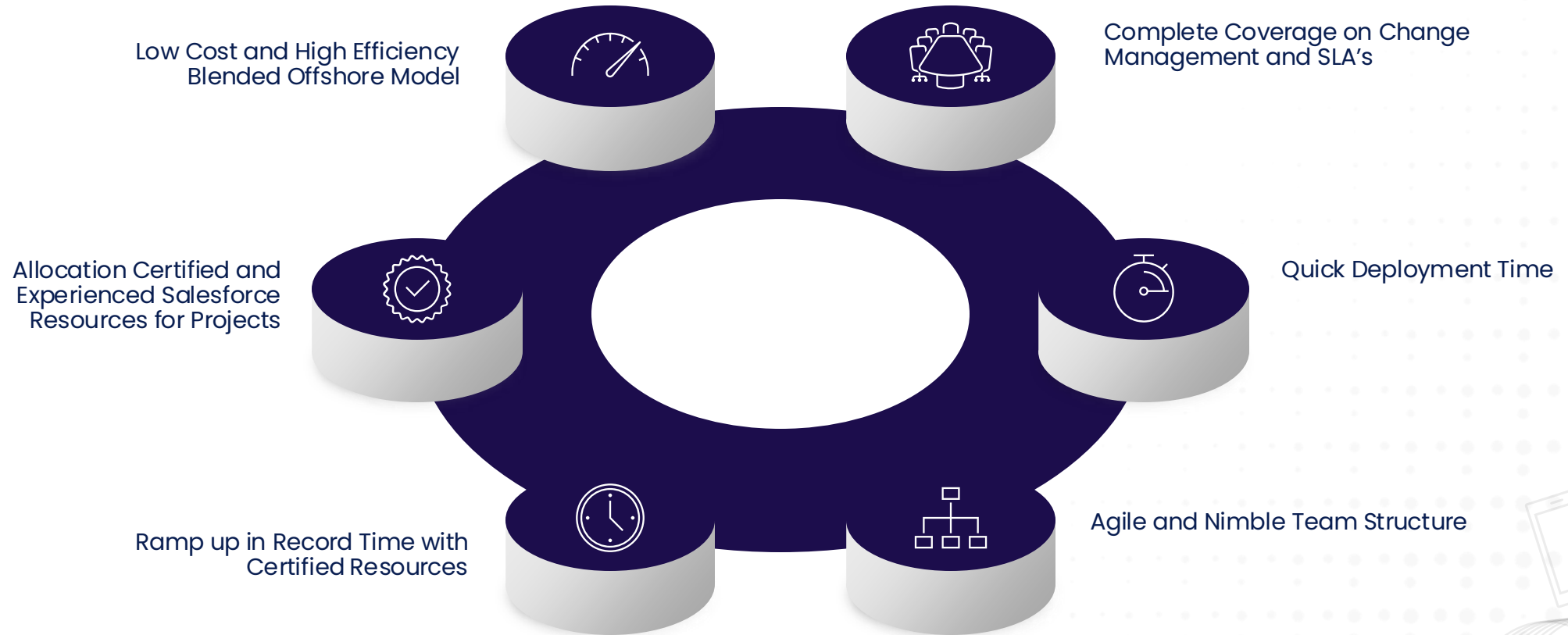
Replacement of resource with 2-week transition is not billed to Client in order to ensure KT and productive billing

- **Resource Shadowing**

Continuous "cloning" of resource before any complete replacement



# Our differentiators



# Our Integration expertise



# We partner with our clients to deliver real value

**DMCC**

 **ADGM**  
AN INTERNATIONAL FINANCIAL CENTRE

**DAMAC**

 **Standard Bank**

**P&G**

 **Blue Cross  
Blue Shield  
of Michigan**

 **TATA STEEL**

**gusto**

  
**BRITISH AMERICAN  
TOBACCO**

 **SEG  
AUTOMOTIVE**

 **VPBank**

**OPTUS**

**Sycomp**  
Delivering Technology Globally

**Schneider  
Electric**

**FLEXTRADE**

**DIAGEO**

**Model N**

**Deloitte.**

 **solutions  
by text**

 **CONCENTRIX™**

# Thank you!

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## **UAE**

### **DUBAI**

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### **MICHIGAN**

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Wixom, MI – 48393



## **CANADA**

### **ONTARIO**

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Unit 305, Richmond Hill,  
ON L4B 3P8



## **INDIA**

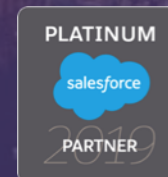
### **HYDERABAD**

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Telangana



## **BANGALORE**

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