TOKARA SOLUTIONS

TOKARA MANAGED

SOLUTIONS FOR SALESFORCE

You need to spend your time on critical business issues.
Let us reduce costs, lower risk, and maximize your business' IT investment.

**TOKARA SOLUTIONS MANAGED SERVICES ENSURE
YOU SEE THE RETURN ON YOUR IT INVESTMENTS**

Tokara's Managed Services offerings for Salesforce mean your business' IT investments can be optimized without you ever having to worry about it. If you've ever done it yourself, you know - managing the day-to-day complexities of business-critical software systems can place a burden on already strained internal IT resources and dilute your focus from what you're in business to do. That's where we come in.

Tokara offers Managed Services designed specifically for Salesforce that enable you to outsource all your CRM and marketing automation application and database administration tasks. We work remotely, taking care of all your your ongoing requirements in Salesforce, and freeing your IT resources to focus on core business objectives.

HOW DO WE KNOW? OUR CLIENTS TELL US.

Our current clients tell us it couldn't be a simpler decision. They are able to reduce costs, mitigate risk, and maximize the value of their software solutions, all with a partner who knows and understands their business. Our Salesforce managed solutions team is experienced in all aspects of managing Salesforce CRM and marketing automation systems, which results in vastly simplified application management and reduction of the burden on internal IT staff.

BUSINESS BENEFITS THAT SPEAK FOR THEMSELVES

With Tokara's Managed Services for Salesforce, you can effectively outsource day-to-day administration while making the most of your software's configuration and customization features. Enjoy faster and higher ROI, decreased need for IT resources, predictable IT maintenance costs, less dedicated hardware (with lower capital and operating costs), and guaranteed service levels. Best of all, you have true IT peace of mind.

Imagine leaving the responsibilities of Salesforce administration to the people who know it best—the same experts who know & understand your business.

1 ORGANIZATIONAL MAINTENANCE

As part of Tokara's Managed Services for Salesforce, we provide multiple org management, including end user management, license management, and sandbox management, up to enterprise-level scenarios that may include multiple orgs and/or global deployments. Tokara's team also communicates critical roadmap milestones, such as future Salesforce releases and enhancements to ensure appropriate planning to optimize your business' use of Salesforce.

2 INTEGRATION MANAGEMENT

With security and maintenance handled centrally by Salesforce, Tokara's Managed Services team can ensure all your integration management and monitoring are efficiently handled, giving you peace of mind and freeing your team to focus on core business issues. We also assist with and facilitate critical tasks that can be tedious when tackled internally, such as database cleanup and de-duping. For many clients, we also provide maintenance and support for third- party integration tools (e.g.,Jitterbit, Talend, Informatica, etc.).

3 ORGANIZATIONAL MONITORING

Tokara's Managed Services for Salesforce also provides Apex job monitoring, as well as monitoring related to Salesforce-specific parameters, including data limits, API limits, and license limits.

4 ADMINISTRATION & SUPPORT

As part of our standard Managed Services offerings for Salesforce, the Takara team provides a broad array of services, to include:

- Application tuning {Apex code reviews)
- Management of security settings and performance of regular security/configuration audits
- User set-ups and deactivation, including ownership transfer of accounts/ contacts/ and opportunities
- Data audits to help uncover data integrity issues or opportunities to increase process improvement
- Execution of all configuration changes within Salesforce
- Creation of email merge templates
- Development of reports and dashboards
- Performance of manual or automated data entry
- Creation/modification of lead assignment rules
- Modification of the sharing model, as required

IT REALLY IS ALL ABOUT THE CLIENT

The impetus for developing the full suite of services we now call Managed Services for Salesforce initially came from our clients. They had critical business to focus on, and they knew that we had comprehensive knowledge about the software they were running, as well as a genuine understanding of their unique business environments. This let us maintain their systems in ways that worked best for them-reducing cost, lowering risk, and maximizing the value of their IT investments. We created this solution for them, and it remains one of our most popular offerings today.

TOKARA® SOLUTIONS