

Salesforce managed services

When companies invest in Salesforce tools, they aim to streamline operations. However, they need a strategy to maintain and support these tools. Salesforce Managed Services, a Virtusa offering, is a flexible, scalable, and economical solution that maintains and realizes investments without the need for additional dedicated and full-time employees.

Virtusa helps companies maintain and evolve Salesforce solutions in line with their business needs. We've been leveraging our Salesforce practice for over 15 years, and we ensure scalability, sustainability, and stability for your platform, allowing you to optimize its performance and potential.

Why do clients choose Virtusa?

At Virtusa, our engineering-first tradition allows us to address the core issues within your Salesforce environment and provide lasting improvements. Our approach is founded on excellence, and we offer the following advantages:



Pioneering the summit:

As a Salesforce Platinum partner, we possess the highest credentials and expertise to ensure your success on the platform.



Mission-critical expertise:

Companies rely on the enterprise-grade experiences, approaches, staff, and methodologies that make us a trusted partner for businesses with critical requirements.

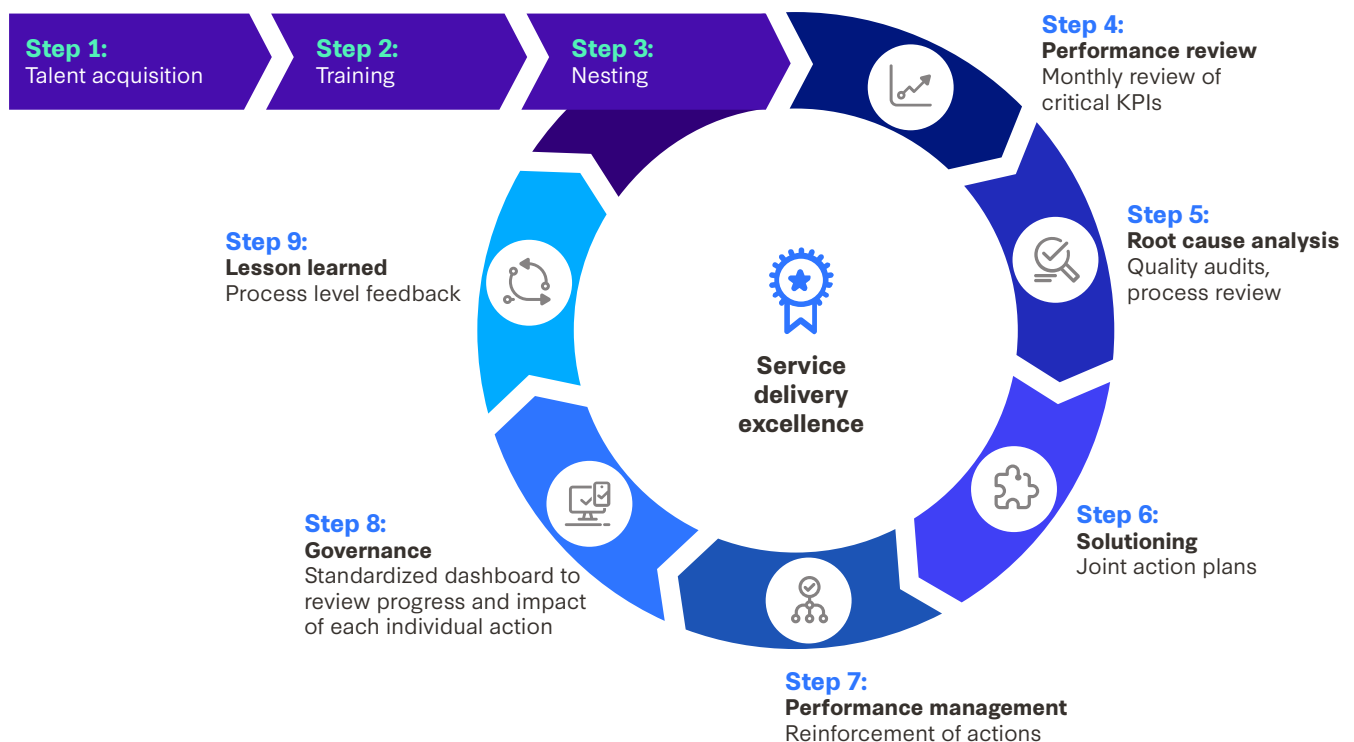


Domain expertise and engineering innovation:

Our team combines deep domain knowledge with innovative engineering practices, enabling us to deliver tailored solutions for your unique challenges.

Capabilities

Our portfolio of offerings drives outcomes enhancing an overall customer experience with AI and data driven approach. Virtusa helps clients transcend contact centers into an experience driven performance center powered by Salesforce.



Through Salesforce implementation and the delivery of production support, Virtusa has helped global companies realize their true business potential. We've accomplished the following:

- SLA response times met 95% of the time
- 25% reduction in average resolution age
- 2% decrease, each year, in leakage to L3/delivery team for resolution
- 20+ engagements involving creation of tools and documentations
- Engagement with client's Global Service Desk (GSD) and identification of opportunities to prepare SOPs
- Shift-left incident resolution

Success story

Virtusa helped a leading dental insurance company increase agent productivity by 75% through Salesforce Lightning implementation.

Virtusa helped a leading financial retail bank improve call containment rate by 60% through Salesforce Financial Service Cloud Implementation and maintenance support.



virtusa
Engineering First

Contact us today for a free demo and assessment
by emailing marketing@virtusa.com