

Rimini Solutions™ for Salesforce® Applications

Continuously align Salesforce to your business needs and enable Agentforce capabilities through a stable, scalable, AI-ready Salesforce platform.



KEY BENEFITS

- › Continuous collaboration with a delivery team aligned to evolving business and line-of-business (LOB) needs
- › Faster value realization through integrated consulting and managed services
- › Increased user adoption through optimized processes and configurations
- › Reduced rework and operational friction via proactive platform management
- › Scalable, secure operations that support growth and innovation
- › Agentforce capabilities enabled as part of ongoing Salesforce execution

Salesforce offers powerful capabilities, but implementation is only the first step to harnessing the full potential of your CRM investment. With multiple teams contributing configurations, integrations, workflows and customizations, complexities grow over time, leading to strain on your internal teams.

Whether you are grappling with skills shortage, trying to maximize the return on your increasingly complex investment or charting your path through innovation constraints toward AI technologies, you need a flexible partner who is accountable for your success.

As a trusted Salesforce partner, Rimini Street helps organizations maximize Salesforce value by combining strategic consulting with ongoing managed services. We align Salesforce to business and LOB priorities, design scalable processes and configurations and then run the platform with disciplined, proactive delivery. Supported by a robust service catalog and 20 years of industry-leading enterprise software support, we reduce rework, drive adoption and enable Agentforce capabilities as Salesforce evolves.



Reliable Salesforce org

Eliminate root-cause issues across customizations, automations, integrations and performance — strengthening org stability and scalability.



Faster release adoption

Manage feature readiness, regression risk and CI/CD improvements so that updates, enhancements and UI modernization (Aura→LWC) deliver value sooner.



Lower total cost of ownership

Reduce technical debt, prevent rework and optimize licenses and configurations while freeing internal talent to focus on high-value work.

Why choose Rimini Street for Salesforce optimization

- › **Integrated lifecycle partner** across Rimini Smart Path™ stages of Support, Optimize and Innovate, with vendor-neutral guidance and board-ready deliverables
- › **Outcome and automation-first operations** that reduce tickets, eliminate recurring issues and accelerate adoption
- › **24/7/365 global delivery by senior engineers**, with guaranteed SLAs and multilingual coverage
- › **Deep Salesforce component fluency** across Sales Cloud, Service Cloud, Experience Cloud, Platform (Apex/LWC), Marketing Cloud & Account Engagement, CPQ & Order Management, CRM Analytics, MuleSoft, Field Service, Industry Clouds, Education Cloud, Nonprofit Cloud and Health Cloud — giving CIOs and COE leaders clarity and confidence
- › **Proven ability to tightly integrate Salesforce** within complex, legacy enterprise environments — including ERP, custom applications, data platforms and security frameworks — ensuring it works seamlessly within existing technology ecosystems, not in isolation
- › **Security and governance built in** through DevSecOps practices, continuous auditability, SoD checks and access-review cadence
- › **Stakeholder alignment** across Salesforce COE, Sales/Service Ops, CIO, VP of Applications and Finance, supported by playbooks for release readiness, security and interoperability

SALESFORCE PROCESSES SUPPORTED

End-to-end customer and revenue workflows we stabilize and enhance:

- › Lead-to-Cash (Sales Cloud)
- › Case Management & Service Operations (Service Cloud)
- › Field Service
- › Digital Experience (Experience Cloud & Communities)
- › CPQ & Order Management
- › Marketing Automation (Marketing Cloud & Account Engagement)
- › Integration (MuleSoft, API, platform events)
- › CRM Analytics (Tableau CRM / Einstein Analytics)
- › Revenue Cloud (quoting, billing, subscription management)



Under Rimini Street's AMS for Salesforce, we have a partner who can help us get more out of our investment by increasing user adoption and productivity, while also helping us leverage new Salesforce updates and functionality."

— Jay Fisher, CIO, BrandSafway

Rimini Consult™

Optimize your enterprise systems with IT professional services & consulting from the global leader of third-party support.



1. QUICK CHECK

A free virtual meeting to validate scope, outcomes and resources



2. HEALTH CHECK

A diagnostic where we uncover the challenges and opportunities for optimization, resulting in a findings report and recommendations on how to optimize your environment



3. OPTIMIZATION PROGRAM

An expert-led implementation of each of the optimization findings from the Health Check

- **Technical Optimization (4-week engagement):** Review of configurations, integrations, performance, security posture, data quality and environment health
- **Agentforce Enablement:** Assessment, design and implementation guidance on safely adopting Agent AI capabilities
- **Staff Augmentation:** Flexible engagement of functional, technical and integration resources
- **Managed Services Optimization (4–5-week engagement):** Analysis of tickets/alerts to identify root causes and eliminate recurring issues
- **Strategy & Roadmap (6-week engagement):** Vendor-neutral, value-led, board-ready plan aligned to business goals
- **Business Process Optimization (6-week engagement):** Optimization to streamline workflows, reduce manual effort, eliminate friction and improve insight

Rimini Manage™

Managed services to stabilize, optimize and continuously improve Salesforce operations.

- **Global Salesforce Managed Services:** Agile, partner-led delivery by senior engineers providing multilingual 24/7/365 coverage, with predictable outcomes backed by 98.5% consistent SLA performance
- **Configuration & Enhancements:** Ongoing platform configuration, workflow and automation updates, security adjustments, reporting support and minor functional enhancements
- **Integration Monitoring & Incident Response:** Continuous monitoring of APIs, connectors and integration frameworks with log analysis, orchestration oversight and rapid failure remediation
- **Release & Feature Management:** Release readiness, feature evaluation, risk-based testing and enablement and adoption support
- **Knowledge & Training:** Documentation, governance playbooks, user enablement and Center of Excellence (CoE) support

Rimini Street helps Salesforce customers stabilize today's environment and accelerate tomorrow's innovation. The result is a more efficient, future-ready Salesforce platform built for Agent AI.

Learn more and schedule a Rimini Street Quick Check with our Salesforce experts [here](#).

Rimini Street

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