EI-TECHNOLOGIES MENA

NEO-DIS.COM GROUP

Enhance your CRM

Salesforce
Support package guide

salesforce
SUMMIT PARTNER

salesforce **authorized cloud reseller**

Enhance your CRM with our SmartPacks

Limited Offer

20%

Discount on our support packages for **clients** who sign a contract **before end of April 2025**

Gold Support SLA Package

This Package is best for Critical Operations

Issue Type	Acknowledgment	Resolution
Blocking Issues	≤ 2 hours	≤ 24 hours
Major Issues	≤ 4 hours	≤ 48 hours
Minor Issues	≤ 8 hours	≤ 48 hours

Silver Support SLA Package
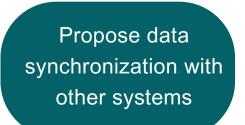
This Package is best for Standard Business Needs

Issue Type	Acknowledgment	Resolution
Blocking Issues	≤ 6 hours	≤ 48 hours
Major Issues	≤ 8 hours	≤ 48 hours
Minor Issues	≤ 24 hours	≤ 48 hours

Effective KPIs, Premium Support

Tickets Solved
2723
Per Year

Salesforce CSAT
4.95/5
Client-Centric Partnerships

Support Projects
37
Per Year

Ticket Resolution Time
<1 Day
This average depends on ticket type

Average first response
2 min : 35 sec

Strict SLAs
95.5%
Tickets resolved within SLA timelines

Consistently outperforming our SLA

Experience / Year
13+
Mastery across all products/clouds/industries

PROVEN ROI WITH OUR SUPPORT

+20% Increase in case resolution

+20% User Adoption

+15% Operational Efficiency

ROOT CAUSE ANALYSIS

Propose solution design and analysis

Amend processes

Create new functionalities

User training

Propose data synchronization with other systems

Analyze the needs of data to be looped into Salesforce

Your challenges under the spotlight

1. System Downtime & Performance Issues
2. Low User Adoption
3. Misaligned Requests with Business Needs
4. Scaling Issues

How we tackle your unique challenges

1

Proactive Monitoring & Troubleshooting

To ensure minimal downtime and fast resolution of performance-related issues, improving system reliability

2

Advanced Support

Continuous training, user support and tailored onboarding to enhance user engagement and ensure effective use of Salesforce features

3

Consultancy Approach

Beyond executing tickets. We collaborate with you to ensure that the requested solution or ticket aligns with your business needs

4

Scalable Solutions

To support growing business needs, including enhanced performance, capacity and flexibility as the company expands

STREAMLINED SUPPORT JOURNEY

The Chain of Value: Driving Your Business Forward

Discover our step-by-step approach to delivering impactful solutions and creating value for your business

Identifying Needs Initiating Support

Stage 1

Analyze and Strategize

Stage 2

Green Light for Action

Stage 3

Precision in Progress

Stage 4

Test for Perfection

Stage 5

Client Assurance Check

Stage 6

Go Live with Confidence

Stage 7

Stage 1: Ticket Raised, Solution in Sight
Client log issues via Jira and the support team gets notified instantly

Stage 2: Analyze, Strategize, Propose
Experts review the ticket, craft a solution and share a detailed proposal with timelines

Stage 3: Green Light for Execution
Client approval followed by implementation with clear communication

Stage 4: Precision in Action
The solution is implemented efficiently following the agreed–upon plan

Stage 5: Quality Assured
The QA team tests rigorously to ensure everything functions perfectly

Stage 6: Client Confidence Check
Clients validate the solution during UAT with full support for any adjustments

Stage 7: Seamless Deployment
Go live ensuring a smooth and successful transition

Multi-Cloud Certified

SALESFORCE PLATFORM APP BUILDER

SALESFORCE PLATFORM DEVELOPER I

SALESFORCE PLATFORM DEVELOPER II

MuleSoft

slack

celonis

+ableau

conga

DocuSign

zuora

HEROKU

talend

VOCALCOM

odaseva

SALESFORCE CERTIFIED — APPLICATION ARCHITECT

SALESFORCE CERTIFIED — SHARING AND VISIBILITY DESIGNER

SALESFORCE CERTIFIED — DATA ARCHITECTURE AND MANAGEMENT DESIGNER

SALESFORCE CERTIFIED — DEVELOPMENT LIFECYCLE AND DEPLOYMENT DESIGNER

CERTIFIED OmniStudio Consultant

CERTIFIED OmniStudio Developer

CERTIFIED AI Associate

400+ Certifications

CERTIFIED AI Specialist

CERTIFIED SALESFORCE ADMINISTRATOR

CERTIFIED SALESFORCE ADVANCED ADMINISTRATOR

CERTIFIED SALESFORCE SALES CLOUD CONSULTANT

CERTIFIED SALESFORCE SERVICE CLOUD CONSULTANT

CERTIFIED CPQ SPECIALIST

CERTIFIED SALESFORCE MARKETING CLOUD EMAIL SPECIALIST

CERTIFIED SALESFORCE PARDOT SPECIALIST

CERTIFIED SALESFORCE MARKETING CLOUD SOCIAL SPECIALIST

CERTIFIED SALESFORCE MARKETING CLOUD CONSULTANT

Diverse Expert Team | Technical Architects, Business Consultants, Tech Leads | All Certified

WE DO NOT FREELANCE, WE DO NOT OUTSOURCE

Our Projects

Testimonials

★★★★★

Lunate

"Our relationship with EI-Technologies MENA has been excellent. Switching from another partner highlighted the difference—their consultants are responsive, helpful, and professional. Even handovers and challenges were handled smoothly, with all issues and bugs addressed thoroughly."

★★★★★

Accesscore

"EI-Technologies MENA employees are more than just Salesforce consultants—they are our go-to for any technical consultation. They are not only highly professional but also genuinely nice people who uphold all the values they stand for."

Success story

Our partnership with one of Abu Dhabi's premier malls began 3 years ago with a straightforward mission: to support and optimize their Salesforce Sales Cloud implementation.

It was a basic start, focused on ensuring smooth operations and addressing their immediate needs.
Fast-forward to today, that initial support contract has blossomed into a full-scale, multi-cloud transformation that redefines how the mall operates and engages with its customers.

Today, we manage:

- **Sales & Service Cloud**: Streamlining tenant and customer management.
- **Marketing & Data Cloud**: Driving personalized campaigns and data-driven decisions.
- **Experience Cloud**: Powering a tenant portal and a mobile app for seamless visitor experiences.
- **Feedback Management**: Enabling continuous improvement through actionable insights.

The Impact:
- Enhanced customer engagement and satisfaction.
- Streamlined operations across departments.
- A robust foundation for data-driven innovation.

+971 58 851 7472   contact@eit-mena.com   Shatha Tower, 27th Floor, Media City, Dubai