



Salesforce Capabilities

Presentation – 2024

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www.techmantraglobal.com

Who we are?

We are a pioneering Technology, Consulting, and Outsourcing company that delivers end-to-end IT solutions by partnering with global delivery experts. We are also a CMMi Level 3 and ISO 9001:2015 certified company.

We had a recent acquisition of Avenir Arabia, which specializes in D365, Automation, BOTs and AI technologies.



Global HQ
- Dubai



Offices in
India/UAE/USA/Qatar/KSA



250+ Employees



300+ Satisfied
clients

Our Technology Partners



We help our clients in

Implementation



Upgrade



Database Management



Staffing Solutions



Rollout



Development



Migration



Maintenance



Our Services



Digital
Transformation



Business Application
Development



Cloud Computing

TECHMANTRA

technology driving success



IT Outsourcing &
Consulting



Custom
Development

Data & AI



Our Services in detail



Business Application Services

- Salesforce CRM
- Microsoft Dynamics 365
- Microsoft SharePoint, Power BI, Azure, Power Platform
- Oracle - EBS, Fusion, NetSuite -
- Implementation/Migration
- Reporting - Power BI, Alteryx, Tableau, Hyperion
- Retail & F&B- OMS, POS, Loyalty



Cloud Infrastructure

- O365/M365/Modern Workspace/Azure
- Teams, One drive, Migration from AWS, G-suites to O365
- Data and Information Security
- Cyber Security
- Azure Data Lake/ Factory
- SAP/Oracle/Kafka on Azure
- Azure Kubernetes
- Managed Services - NOC/SOC/OT

Our Services Contd...



Digital Transformation Services

- Web/ Mobile Apps Development
- eCommerce – Magento/ Shopify
- Data Science
- RPA and BOTs



Consulting & Outsourcing

- On Demand Resources
- Staffing (Oracle, SAP, Microsoft, Salesforce, Tableau, Qlik, Power BI and many more)
- Adhoc Projects Team
- Offshore Resources
- Flexible Resourcing
- MSA based deployment



Custom Development Services

- Application Development
- API's Development
- .Net, PHP, Java
- UI/UX
- Extensive experience on Retail, Real Estate apps, Integration, OCI, Workflow development, custom deployment
- Integration Expertise for salesforce, SAP, Oracle Fusion, EBS, SharePoint, Dot Net, Service now, Power BI, Tableau and many more.

Our Services in detail

Gold
Microsoft
Partner
Microsoft

salesforce

ORACLE

SAP

SharePoint

Big Data
& Analytics

Power BI

Office 365

now.

Java

IBM
maximo



Microsoft
Azure

+ tableau

Magento

python

php

shopify

Microsoft
.NET

node

ALTAIR
ONLY FORWARD

A diverse industry expertise for better service offerings

Our diverse industry footprint brings valuable knowledge and experience to a partnership, enabling tailored solutions. We can offer a holistic approach to addressing business needs with our wide range of capabilities. Having a presence in multiple industries shows adaptability and a successful track record, providing our partners with confidence in our ability to deliver results.

This diverse footprint is an asset for our partners to achieve their business goals.



We are trusted by brands across industries

Real Estate

EMAAR



DUBAI
HOLDING

DAMAC

ARADA



ASGC

bloom.

AZIZI

DAB PROPERTIES



MERAAS



ORO



RANGE

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Retail and FnB



AMERICANA



EMAAR

IFFCO

الطائر
al tayer

Grand

SAMSUNG

Al Hajar Group

أدوية
adina

Lifco

GMG



NEW
W
Mart

Free Zones



DMCC

TECOM GROUP

Dubai International
Financial Centre

UAE
Free Zone

Masdar

DUBAI
SOUTH

twofour54
Dubai

UAE
Free Zone

RAKIC

Defence Industry

EDGE
إيدج

Manufacturing



Banking & Finance



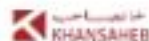
Oil & Gas



Healthcare



Construction



IT Consulting

Microsoft

Atos

Deloitte

KPMG

incedo
WORLD INNOVATION PARTNER

protiviti
Your choice. Your data. Your success.

ITC INFOTECH
Providing the Right Solution

Infosys

digital/4

pro

CONCENTRIX

tcs
TECH
LIVING
SERVICES

Capgemini

TII

G4S

Sporting and Entertainment

ESL HOLDINGS
إي. إس. إل. هولدينجز

EsseL
GROUP

YAS HOLDING
ياس هولدنج

Airlines



Agro Industry



Metal & Mining



Logistics



Service Industry



Packaging



Government





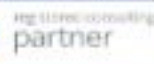
salesforce

"CONNECT TO YOUR CUSTOMERS IN A WHOLE NEW WAY WITH THE WORLD'S #1 CRM - ENABLED BY TECHMANTRA!"

With a customizable intergration of salesforce, we help you integrate all your teams and technologies around one CRM platform so that every employee can interact with your customers like a single company, not a series of different, disconnected departments.



Our Salesforce Practice

CONSULTING & ADVISORY 	IMPLEMENTATION SERVICES 	SUPPORT SERVICES 
• CRM Advisory & Strategy • CRM Evaluations & Business Case • Benefits Realisation • CRM Blueprinting & Roadmaps • Enterprise Architecture & Integration Strategy • Technology & Application Strategy	• Standard CRM i & Platform Implementations • Inflight Program Enhancements • Integration Services • Global Migrate Programs	• Managed Support Services • Fully Staffed / Factory Model offerings
SOME OF TEAM'S PRIOR EXPERIENCE includes		
• Building a multimillion-dollar Business Case/Enterprise Architecture for a large US Professional Services firm for Digital Transformation • Business case (>1MUSD) for a large Logistics major • CRM Advisory to mid-market Health Insurance provider • & many more	• Delivering Revenue Cloud transformation based on Salesforce.com for a large Construction Software Company • Contact Centre and Sales/Marketing Transformation based on Salesforce for a Health Insurance Provider • Sales and CPQ enablement for a telecom firm based out of Europe and US • CPQ and Sales Cloud transformation for a large CRM firm from Africa	• Fully staffed support models • Multi geo/ time zone support models • Factory model Shared support engagements  

SPECIALISATIONS



- Multi Cloud focused salesforce practice with more than 70+ professionals
- > 80% of the team are Certified with at least one Salesforce certification
- A unique Orientation to Hire Program replenishes a constant pool of project ready individuals



- Team experience includes more than 854 projects delivered
- No red accounts, High CSAT focused with >95% average
- ~30k person hours of project delivery experience during last FY

The power of Salesforce



Salesforce Customer 360

Trusted · Intelligent · Flexible · Sustainable



Success Stories – Information Management

Our team of experts provided enterprise solutioning for a huge information management firm based in the US in helping consolidate their Microsoft Dynamics systems for 13 regions into a single Salesforce entity built to scale.



Challenge	Solution	Results
• Lack of Optimal Product Design that would tie into one way of billing generation • Requiring various product lines to follow the same pattern of Billing generation • Massive amounts of usage data generated in operating systems that needs to be consolidated for bill generation on a monthly basis	• Implementing a middle layer Data Lake with transformation capability to do the heavy lifting of usage data consolidation • Adopting various product offering design to fit the Salesforce CPQ and Billing pattern • Integration with Vertex Tax engine to calculate (zip code) address-based charges for services provided	• Various Product lines such as data management, Asset destruction, Carbonite, Records Management etc. all have been adopted on to single source of truth Salesforce Sales Cloud and Revenue Cloud • Successful automated invoice generation on a frequency basis on single platform – Salesforce Billing • Tax calculation at an accurate level based on zip code for each invoice line.

Salesforce – Sales Cloud



Convert more leads, close more deals, and understand the health of your entire business with Sales Cloud. Empower sales reps to work faster and smarter.



How Sales Cloud will help you manage your customers?

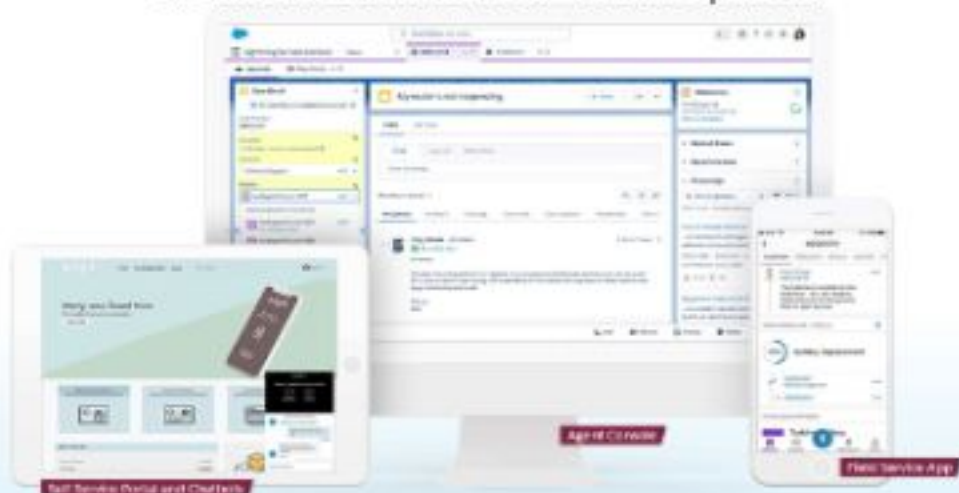
- Generate and view a better pipeline of quality leads.
- Increase Guide reps through sales stages and teach best practices.
- Generate and deliver accurate sales quotes with ease.
- Get next-best actions and recommended email responses.
- Forecast and view reports and dashboards in real-time.
- Connect every channel for a 360-degree view of your customers.
- Create personalized experiences with clicks, not code.
- Build apps lightning fast using drag-and-drop tools.



Salesforce – Service Cloud



Build loyalty with every interaction using complete customer support software. Give your agents the insights to understand their customers. Help customers find answers themselves with a self-service portal.



Transform service with the world's most complete and agile platform

> Benefits of Service Cloud Lightning:

- **Connected Service:** Most complete, extensible, and agile platform.
- **Personalized Service:** Contextual, omni-channel support experience.
- **Intelligent Service:** Service at scale with actionable analytics & Einstein AI.
- **Empowered Service:** Unified, 360-degree view and next-gen productivity tools and skills for all employees.



Salesforce – Marketing Cloud



Meet the unified marketing platform to know consumers, engage them, and personalize their experience across everything.
Be consumer-centric.



We help you automate below marketing activities & processes with Salesforce Marketing Cloud.

Key Products are listed below:



Journey Builder



Email Studio



Mobile Studio



Salesforce DMP



Data Studio



Advertising Studio



Social Studio



Salesforce – Marketing Cloud

salesforce

> Our consulting expertise in Marketing Cloud includes:

- Creating journeys across all channels (Email, mobile, web & advertising), test all possible scenarios, for use-case such as Customer Loyalty Program.
- Scaling & automating all interactions, create dynamic email content, build Mobile-optimized email templates on use-case such as Birthday mailer, company announcement.
- Create SMS, MMS & Push notifications, Geo-fencing, standard mobile SMS templates, custom solution with mobile APIs for use-case such as connecting physical & digital stores.
- Configure Advertising Studio so that businesses can advertise relevant content across Social Media channels and managed ads at scale



Integrations Application



Tools



Commerce Cloud

salesforce

Delivers a 1-to-1 journey throughout the customer lifecycle



Commerce Cloud

salesforce



TechMantra salesforce offerings in real estate

Property Management

Booking form Management

Customer & Related Detail

Property & Project Detail

Price & Payment Plan

Agency Details along with
Commission Details

Brokers/ Agents Details

Multi Payment Plan Options

Standard

Customized

Excel Upload

Property Balances Details

Invoices

Receipts

Oqood

Admin

Other Charges

Relevant Commissions

SPA Summary



Master Data Management for Customers

Payment Plan As per Booking Form

Funds Adjustment from one Project to another

Funds Adjustment from one Customer to another

Auto Invoicing

Discount Management

SPA & Customer Statement Reports

Oqood Registration

Handover Process

Title Deed Management

Termination Process

EOI Management

Refund of EOI

System Generated Proforma Invoices

Early Settlements

Rental Returns tracking with subject to FGR

Commissions Automation (Agency, Brokers, Internal, etc.,)

SPA DLD Schedule

Sale Revert Management

Leads Management System

Multi Functioning Dashboards

Email Alerts

Customer Portals Integration

WhatsApp Alerts

Agency Registration

Agency Agreements

Agency Alerts for Expiries & Renewals

Success Stories – Professional Services

Our Salesforce team helped an original equipment manufacturer in transforming their Sales and Quotation Management for their New Cars, Used Cars and Services Lines of Businesses



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TechMantra salesforce offerings in FreeZone

Services that will be covered are



New Registration



Amendments (there
are around 65+
amendments types)



Renewals



Deregistration

Our Approach

salesforce



Our 5D Delivery Model



Why TechMantra?



**Competitive
Pricing**



**Flexible, Agile
& Reliable**



**Customer
Success**



**skilled & experienced
resources**



**Quality & timely
delivery**

**"We are not just a vendor, we
are a partner
in your success!"**

We are trusted by brands across industries

Salesforce



Dubai
International
Financial
Centre

DMCC

TECÓN GROUP



Our Global Footprint





Contact Us

We are happy to get acquainted!

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