

Transform Your Salesforce AMS into Strategic Advantage

Stabilize Operations & Eliminate Uncertainty

After go-lives, Salesforce often becomes business-critical and complex, causing operational bottlenecks and growing backlogs. Teams end up firefighting daily issues, developers are diverted from strategic work, and unclear ownership leads to confusion and rising costs. Without a structured model, Salesforce is managed reactively, not strategically.

A Better Operating Model: Delivered via a Subscription-Based Approach



Support

Platform Stability and Technical Debt Management

- SLA-Driven Resolution
- Release Readiness
- Proactive Monitoring



Enhancements

Evolution of Your Platform in a Controlled Cycle

- Agile Backlog Delivery
- Feature Optimization



Governance

One Single Team Responsible for Business Outcomes

- Clear Ownership
- Strategic Advisory
- Governance

Strategic Outcomes

- › Predictable support without escalations
- › Enhancements delivered in phases
- › Clear accountability for outcomes
- › Reduced dependency on internal teams
- › Stable operations as usage grows
- › True platform ownership model



AMS Package Scope

Scope	Silver	Gold	Platinum
Users	< 100	< 400	> 400
Salesforce clouds	1 – 2	2 – 4	3+
Integrations	Up to 3	Up to 6	> 6
Support window	8×5 Business Hours	8×5 Business Hours	8×5 Business Hours
Requests (incident & SR, per month)	Up to 30	Up to 50	Up to 60
Enhancements (CR, per month)	Small (≤8 hours) – Up to 30 Hours	Med (≤16 hours) - Up to 60 Hours	All types (≤24 hours) - Up to 100 Hours
Team model	Shared Team	Named Pod	Dedicated Team
Delivery model	Offshore	Nearshore / Offshore	Nearshore / Offshore



Let's Get Started

Contact our sales team at 818.992.2700 to learn more about our solutions





Silver Includes:

- › Incident & service request resolution
- › Admin. and configuration changes
- › Reports, dashboards & flows
- › Salesforce seasonal release impact assessment
- › Knowledge base & documentation

Gold Includes:

- › Everything in Silver, and
- › Incident & problem management
- › Enhancement backlog support
- › Integration issue resolution
- › Salesforce seasonal release testing & deployment
- › Quarterly org. health check
- › Backlog grooming & prioritization

Platinum Includes:

- › Everything in Gold, and
- › Platform ownership & governance
- › Continuous optimization roadmap
- › Performance & security reviews
- › End-to-end release management
- › Proactive monitoring & recommendations
- › Executive-level reporting

****Final pricing is confirmed after a short discovery call based on users, integrations, Salesforce Clouds, and service coverage. Monthly charges are fixed.*

Structure Salesforce Operations for Growth & Performance

If Salesforce is essential to your business, you need more than reactive support. A structured operating model drives performance and accountability. Understand your Salesforce setup, choose the right AMS tier, and ensure effective governance for a smooth transition. With OSI, you gain reliability—making Salesforce a strategic asset instead of a hassle. Contact us to learn more.



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OSI Digital



About OSI Digital

OSI Digital, Inc., provides purpose-built business and technology solutions that optimize performance to enable data-driven outcomes for our customers. OSI accelerates digital transformation by offering integrated solutions that capture, secure, integrate, analyze, and optimize data. Our services include the design, development, and implementation of new solutions as well as the ongoing management, enhancement, and support of our customers' existing business systems.

OSI Digital was founded in 1993, in California and has since expanded to a global team of employees worldwide. We have offices in the US, Canada, India, Philippines, Dubai, Australia, Malaysia, UK and Ireland. Our main offshore delivery center of excellence is located at our state-of-the-art campus in Hyderabad, India, with additional locations in Chennai, Delhi, and Bangalore. For over 30 years and counting, we have supported a diverse portfolio of customers across various industries, including: Software & Business Services, Financial Services, Life Sciences & Healthcare, Manufacturing, Energy, Retail, Agriculture, and the Public Sector.

Our client base ranges from start-ups to Fortune 500 corporations, including: Hyundai AutoEver America, Hyundai Capital America, Moderna, Virgin Galactic, Uni Uni, Jones Logistics, Stanley, Skechers, US News & World Report, and World Oil.

OSI Digital has developed strong partner alliances with the world's leading technology providers such as Oracle NetSuite, Boomi, Salesforce, Tableau, Power BI, Databricks, Microsoft, Amazon Web Services, Snowflake, Workato and Celigo.

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