

## Davanti Managed Services

Davanti helps you get the most out of your investment in the Salesforce platform. For over 10 years our managed services business has delivered

- Deep multi-cloud expertise to support in-production Salesforce clouds
- Enhancements to business processes in Salesforce as well as digitising new ones
- Improved customer satisfaction through better customer experience from optimised platform performance
- Outcomes based on solving business problems using platform features and integrations

### Our Service

As Salesforce solutions become more critical in the day to day operation of your business, you want to ensure your business is well supported, and disruption is minimal. Davanti's Managed Service offering is designed to be comprehensive and modular to provide you with this level of comfort.

### Our Offer

Our services are designed to support the breadth and flexibility of Salesforce. They are adaptable to facilitate implementations from dozens of users to thousands of users. Simply choose the items you need, and we can tailor a custom package for you.



## Modular product list

Our offering includes a wide range of services that, in collaboration with you, we will ensure we have the correct mix to suit your needs:

### PROACTIVE

- **Monitoring.** With direct access to trust.Salesforce.com we monitor your Salesforce instance for platform related incidents, maintenance outages and general Salesforce admin messages. This allows us to reduce business impact as much as possible
- **Health Checks & Security Audits.** We run regular health checks and security audits
- **Risk Assessments.** We assess risk of releases and of Salesforce Critical Updates and Major Releases
- **Environment Management.** We perform sandbox refreshes and other management tasks

### RESPONSIVE

- **System & User Administration.** perform basic system and user admin tasks
- **Release Management.** planning, scheduling, and controlling the build, in addition to testing and deploying Releases
- **Issue resolution.** Best practice advice and issue resolution including functional support, technical troubleshooting and code analysis for issues and improvements
- **Enhancement implementation.** We provide guidelines for requirements gathering and document templates. We will review, estimate, design the implementation through to delivery
- **Documentation.** Technical and functional documentation to get you up and running. Includes tailored quick reference guides, release notes and solution workbooks as required
- **Data migration.** This includes the migration of third-party system data to enrich your customer information or the extract, transform and reload data into Salesforce to clean the data held

### STRATEGIC

- **Consulting.** Expert advice from Davanti to help improve your business or business operations.
- **Major Release Leverage.** Davanti will help you understand how the innovations within the platform can be utilised to assist in achieving objectives within your business
- **Roadmap Planning.** Davanti will convert objectives into a roadmap for delivery
- **Project Delivery.** use Davanti to drive delivery of projects on Salesforce and related systems
- **Transformation.** Transform your process using Salesforce and get rid of clunky paper-based processes. Work with you to design and deliver digital processes

## The company we keep

Here are some logos that you might recognise. We are happy to connect you with our customers to better understand our managed services offer.



CHORUS



TEACHING COUNCIL  
NEW ZEALAND | Matatū Aotearoa



## And what they say

“Your team has been amazing – once I finally got to my emails, I saw that at least four of my cases have been sorted! Please thank your team, it is awesome work.”

“I wanted to make sure I let you know how much I appreciate the work you both did for website especially in the last week while we were going live and being so available to deal with issues fast as they arose”

## Talk to us

Talk to us today about how we can help support your business with Managed Services tailored to the needs of your organisation.

Email us: [hello@davanti.co.nz](mailto:hello@davanti.co.nz)