

OnDemand Services. *OnDemand Software.*

HELPING CUSTOMERS WITH GROWTH & PROFITABILITY

"Your back room is somebody else's front room. Back room by definition will never be able to attract your best. We converted ours to some one else's front room and insisted on getting their best. This is what outsourcing is all about."

- Jack Welch, former CEO, General Electric

Customer Benefits

Services designed to help you focus on your growth and profitability.

- Quick measurable ROI
- Improved processes & control
- Better transactional velocity
- Sustainable cost savings
- Increased operational efficiency
- Improved governance and compliance
- Standardization, automation & documentation
- Scalability & flexibility

Our Services

Customized services offerings for your business requirements.

- Business Process Management
- Applications Development and Support
- Technology Support
- Industry Best Practices

Why FAonDemand?

We guarantee quality services and cost savings with our unique, flexible business model based on industry standard tools, best practices, talent and technology. We enable you to focus on your business while we provide performance improvement, sustainable cost savings and significant Return on Investment (ROI) in your operations.

About FAonDemand, Inc.

FAonDemand, a consulting partner of Salesforce.com provides end-to-end services including application development, integration, customization, business analysis, data migration, implementation, reporting and more. Due to our blended delivery model (onsite/onshore/offshore) our customers on average save 30-50% from day one.

Product Development

Product development at FAonDemand is a highly customized service. We specialize in developing products using cutting-edge technology for emerging product development companies. We are equipped with the infrastructure and a seasoned team that exclusively caters to product development. We pride ourselves in gaining firsthand knowledge of the platform capabilities by developing applications that will be sold to our customers. We have successfully developed (100% native code) and launched the following applications on Appexchange.com.

- Quote & Proposal
- Product & Service Management
- Children's Data Registry (Non-Profit Application)

Product Integration

In today's competitive market scenario, it becomes a must for ISVs to keep pace with changing market needs and evolving technologies. This requires new feature additions to existing products at quick intervals. In many instances the ISVs need to integrate with SaaS platforms like Salesforce.com.

Typically, ISVs face challenges in finding the resource that understands all the nuances of developing (native look and feel, development language choices etc.), integrating (security model, data persistency & currency, integration services etc.) and deploying (managed/un-managed packages, bundling etc.) to an existing application. And that's where our best practices come in.

- Define integration architecture
- Security model
- Native look and feel
- WSDL services
- Performance tuning
- Bundling and deployment strategy

Case Study: Salesgenie.com

With native look and feel integration between Salesforce.com and Salesgenie.com where the user interacts directly with Salesgenie.com from within Salesforce.com using web services (with no persistent data in Salesforce)

**TRANSFORMATIONAL SERVICES
- ENGAGEMENT MODEL**

FAonDemand provides innovative and integrated on demand services delivering significant value and savings for our customers. Here's how it works:

Process: We start with your existing processes with little or no disruption; recommend best practices, if and as needed.

People: Our trained and experienced staff works with you, for you. We augment our customers capability with dedicated personnel; think of us as an extension of your organization.

Best Practices: We provide a best practice framework tailored to your business and industry.

Technology: We support QuickBooks, Intacct, NetSuite, Salesforce or complex ERP applications such as Oracle, PeopleSoft or SAP, and also provide advanced technology services for complete optimization.

Transformation: We partner with you to provide a customized roadmap to help you transition from a simple process to an optimized and cost effective Operation.

OUR DIFFERENTIATION – YOUR ADVANTAGE

Your competitive advantage comes with our expertise and differentiation we offer.

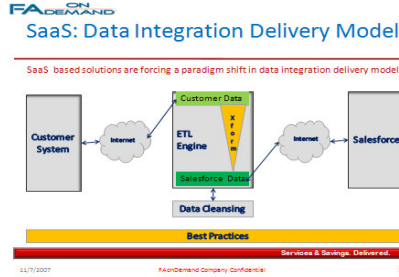
- People & Expertise
- Best Practices
- Service Model
- Infrastructure & Technology
- Quality

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Data Management



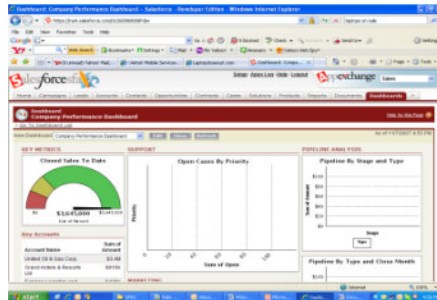
A critical step before you get ready to use Salesforce is data migration from your existing applications such as Oracle, Siebel, PeopleSoft, SAP, Saleslogix or any legacy application. Our services include:

- Extraction, Transformation including cleansing, de-duping and Loading
- Merge contacts, leads and other objects
- Importing data into Salesforce from legacy applications
- Data Entry

We have an extensive experience in migrating data from legacy systems to Salesforce.com including conversion of existing Salesforce.com customer data from B2B to B2C. Some of our clients include:

Lincoln Financials	Safety Kleen
Agistics	Bank of Oklahoma
ING	Oil States
ESRI	Fiserv

REPORTING & DASHBOARDS



We help our customers get the most out of Salesforce by:

- Enhanced reports using Crystal Reports and JasperSoft
- Improved visibility with Business Intelligence (BI) on Demand

Customer Quote

“I was impressed with FAonDemand’s expertise, diligence and responsiveness. In a short time they were able to develop the delivery capability for our customers. With a blended model FAonDemand can deliver quality services with the savings.”

Mark Israelsen, SVP Professional Services, Salesforce.com