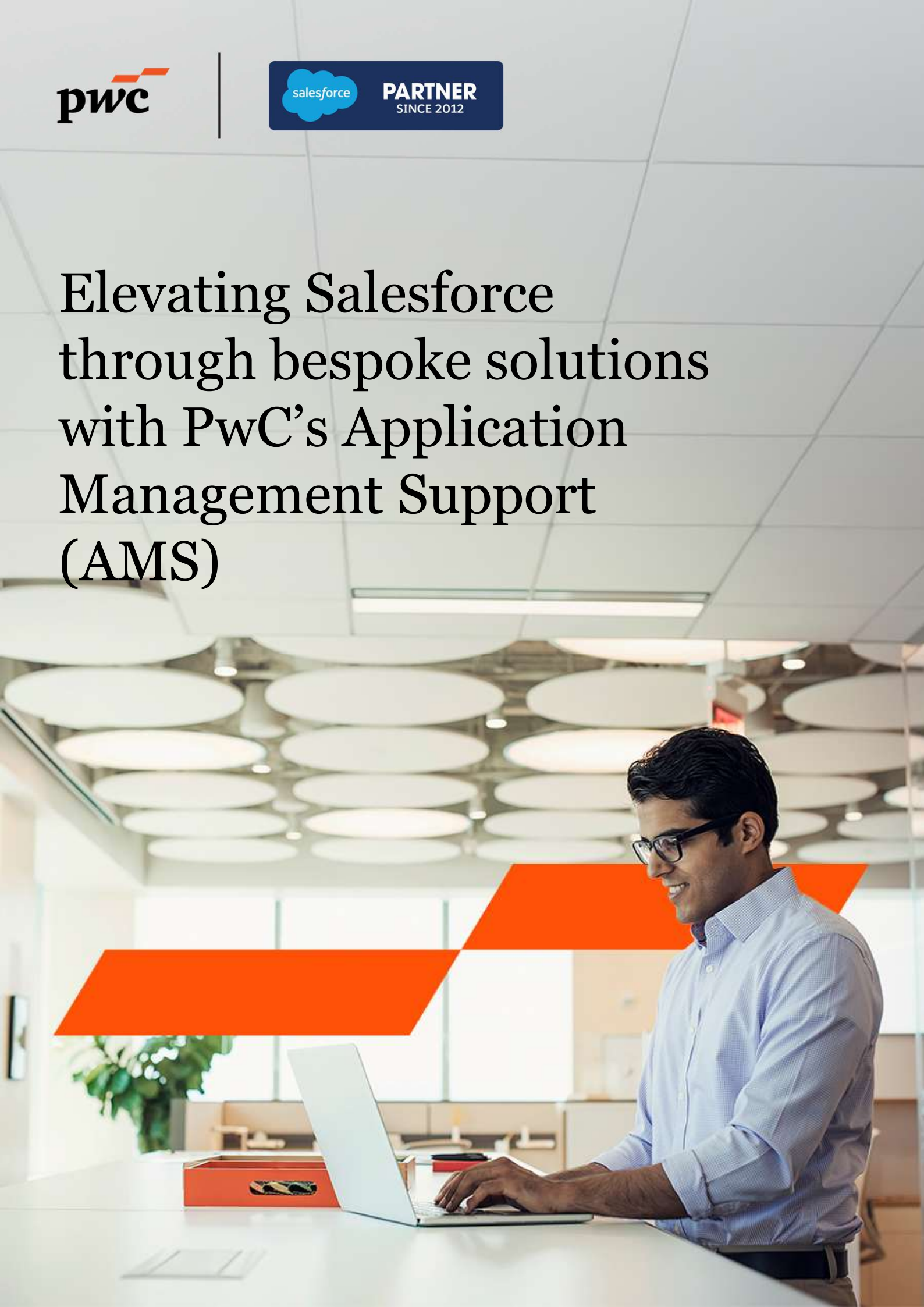




Elevating Salesforce through bespoke solutions with PwC's Application Management Support (AMS)



PwC's solution

Salesforce Application Management Support

Manage your Salesforce investment into ROI-driven success with PwC

Our application management support (AMS) offering is designed to streamline compliance, application integrity, and business relationship management within your Salesforce environment. The service is tailored to your operational needs through configurable modules, ensuring seamless integration, process alignment, and continuous platform optimisation.

At PwC, we deliver more than typical AMS support by offering strategic platform guidance that helps you consistently drive business outcomes from your Salesforce investment.



Proactive engagement model

Regular strategy sessions, roadmap planning, and health checks



Performance and innovation focus

We implement continuous improvements and leverage innovations like AI, automation, and analytics to support your ROI



Transparent communication

Clear SLAs, regular reporting, and open channels for feedback



Improved reliability

Consistent monitoring, maintenance, and issue resolution reduce downtime and ensure stable performance—keeping business operations running smoothly

Why PwC?

1

We have received over 50 Salesforce Awards, a validation of our quality and expertise

2

We have a strong presence in every SEA market we serve, with over 500+ Salesforce certified personnels.

3

We're trusted by top brands locally and globally.

4

At PwC, you get strategic insight, deep Salesforce expertise, and early access to new releases—on top of competitive pricing.

Without a skilled support provider, you may encounter some roadblocks

Technical issues may take longer to diagnose and fix.

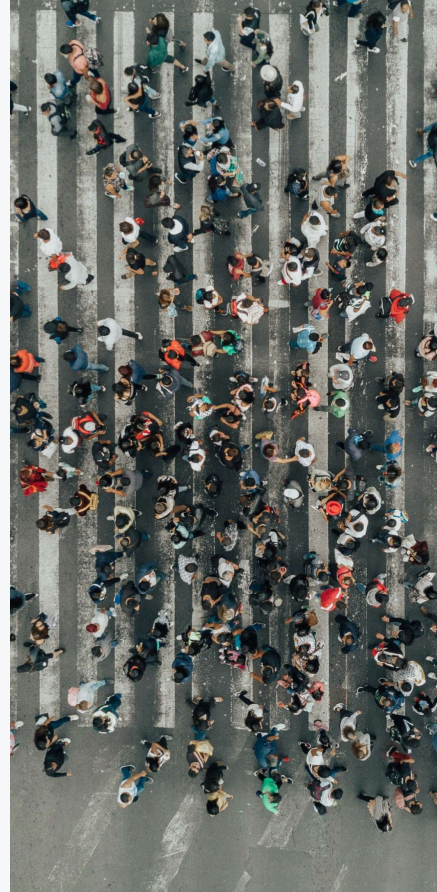
With us, you can tap into a global network of experts—ready to jump in, solve issues fast, and keep your operations humming.

You may be struggling with rising admin costs due to limited Salesforce know-how.

As a global Salesforce Partner, we're not just familiar with the landscape—we help shape it.

A provider doesn't just support Salesforce. They help fuel your growth.

With the right partner, Salesforce becomes more than a tool—it becomes a growth engine, helping you meet your automation, analytics, and integration goals.



Compliance and transparency at the forefront of your AMS

Consultancy

Tap into deep domain expertise to optimise your application landscape. From enhancements to integrations, our consultants help you unlock greater value from your systems.



Requirements management for internal planning

Transparent costing models support effective budgeting and investment planning. Gain clear visibility into resource allocation and feature ROI to drive informed decisions.



Periodic health checks

Proactive system health checks identify risks and performance bottlenecks before they impact operations. Ensure optimal uptime and reliability with regular diagnostics.



Service Level Agreement

Our SLAs are designed to meet your business-critical needs. All cases are efficiently captured and documented for report analysis and future improvements.



Bi-yearly system reviews

Bi-annual strategic reviews assess performance, usage, and future needs. These checkpoints ensure continuous improvement and alignment with your business objectives.



Risk assessment

We offer proactive system monitoring to mitigate risks such as platform instability, data exposure, and release impact assessments, to ensure operational continuity, compliance, and alignment with architecture standards.



FAQs

What does AMS cover for my Salesforce application?

We provide end-to-end support including incident management, change requests, release coordination, performance monitoring, user support, and continuous improvement. It ensures your Salesforce environment remains stable, secure, and aligned with business needs.

How do I know if I am getting the right support from my current provider?

The right provider doesn't just fix issues—they offer strategic advice, help you stay informed about the latest Salesforce releases, and make sure your AMS setup is driving business value.

Is AMS customisable to our business needs?

Absolutely. AMS is modular and scalable—tailored to your operational model, compliance requirements, and strategic priorities. Support levels, SLAs, and service scope can be adjusted to fit your organisation's distinct needs.

How much does the AMS cost?

We understand the different needs of our clients. Our flexible pricing models can cater to your current needs and can be updated as needed.

How do I get started with PwC?

We will partner with you in assessing your AMS needs to ease your onboarding process.

Contact us



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