

with Salesforce + R Systems

Unleash the Power of AI, Automation, and Experience – Seamlessly

Salesforce is more than just a CRM—it's the engine powering thousands of customer-centric organizations across the world. At R Systems, we help you unlock its full potential using our unique SOAR Framework, enabling scalable, Al-powered solutions that are fast to deploy and built to evolve.



We're here to help you make every interaction count.

Let's build something game-changing together!



Why Salesforce?

Salesforce connects all your customer interactions, from sales to service, marketing, and commerce on one secure, cloud-based platform. This helps your teams work smarter and move faster.



Why R Systems?

We don't just implement Salesforce – we help you drive outcomes.

With deep domain expertise and a product engineering mindset, we ensure your CRM transformation is tied to real business goals:



We know Salesforce inside out, and we understand your business.



Our Approach – The SOAR Framework

At R Systems, we created the SOAR Framework to help organizations go from strategy to Al-powered execution at speed and scale.

SOAR is designed to orchestrate, deploy, and operate AI agents across Sales, Service, and Marketing—with trust and safety as its cornerstones.

S - Strategize

- Align Al with enterprise goals & value drivers
- Value Definition workshops (2–3 days + playback)
- Define Agentforce scope, key use cases, and roadmap

O – Optimize

- Rapid PoVs (4–6 weeks) to validate use cases
- Define KPIs, guardrails, and scalable architecture
- Map CX journeys & personas
- Ensure data readiness & multi-agent design

A - Activate

- Deploy scalable Al agents across workflows
- Iterative rollout, training, and ROI tracking
- Governance, trust, and compliance at scale

R - Realize

- Monitor performance & ROI across agents
- Multi-agent orchestration with accelerators & industry use cases
- Continuous innovation hub (AIX)

Customer Maturity Journey

Low

Awareness & Preparation

Medium

Quick wins & OOTB adoption

High

Differentiation & E2E Solutions

Enterprise

Scale and New Business Models

Key Deliverables by Stage

- Strategize: Al adoption blueprint tied to enterprise value drivers
- Optimize: Scalable Al design, validated by PoVs
- Activate: Enterprise-grade Al agents delivering measurable ROI
- Realize: Long-term business transformation powered by Al

"SOAR: A proven playbook to go from Al strategy to measurable enterprise value."



What We Bring to the Table

We have packaged our expertise into ready-made tools, accelerators, and best practices to fast-track your Salesforce journey.

Engagement Starter Packs

For development, maintenance, and rollout

Pre-built use cases

Agentforce scenarios across Sales Cloud, Service Cloud, and Marketing Cloud



Curated Accelerators

License Manager, OTP Generator, Digital Signature Tool, and more

Custom Utilities

Org cleanup, user adoption, and governance

Real Stories, Real Impact

A SaaS company unified 2,000+ users on Salesforce Streamlined their quote-to-cash cycle with CPQ & Billing, integrated with customer-facing apps.

A leading insurance firm transformed service ops

Agents now work from a single console with 360° customer view, boosting productivity and revenue.

A green energy nonprofit improved engagement

With Marketing Cloud and Service Cloud, they now connect better with customers and partners.

Results Our Clients Have Seen

Up to 30%

Up to 25%

10-20%

Up to 40%

6-12 months faster time to value

increase in revenue | more lead conversions

boost in CSAT higher marketing ROI



Ready to Connect?

Ready to Make Salesforce Work Smarter for You?

Whether you're planning your first implementation or ready to take Al and Agentforce to the next level, we've got your back.

Let's reimagine what's possible, together!

Get Started with R Systems Today

Please reach out to us using the following contact information:

Email: info@rsystems.com Website: www.rsystems.com

About R Systems

R Systems is a leading digital product engineering company that designs and builds next-gen products, platforms, and digital experiences empowering clients across various industries to overcome digital barriers, put their customers first, and achieve higher revenues as well as operational efficiency. We constantly innovate and bring fresh perspectives to harness the power of the latest technologies like cloud, automation, Al, ML, analytics, Mixed Reality etc.

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