

Powering the shift to an **autonomous future**



Realize the true potential of your enterprise with HCLTech Salesforce expertise



For over **15 years**, our partnership with Salesforce has enabled us to empower clients with cloud technologies, automation and agile methodologies. This collaboration has allowed enterprises across diverse industries to rapidly scale operations, achieve end-to-end digital transformation and enhance customer and employee experiences at scale. Through this enduring relationship, HCLTech has delivered a **CSAT score of 4.8/5 across over 1,000 end-to-end successful transformation projects execution, earning the trust of 500+ global companies.**

As a **Global "SUMMIT" Consulting, Agentforce surge partner** and leader in Salesforce implementation, we provide end-to-end expertise across the Salesforce ecosystem from all core clouds, Data Cloud and Agentforce to Slack AI, Tableau and MuleSoft. Our differentiated approach ensures enterprises achieve scalable performance, cross-platform orchestration, responsible AI adoption and business outcomes at speed.

At **Dreamforce 2025**, we remain committed to shaping the autonomous enterprise. We are advancing the power of Agentic AI and Total Experience solutions to orchestrate data, intelligence and outcomes across the value chain.

The HCLTech-Salesforce partnership: **Key differentiators**



Flawless integration:

From legacy platforms to modern, multi-cloud ecosystems, ensuring seamless end-to-end transformation



Salesforce CoE:

Jointly innovating with Salesforce on accelerators, frameworks and industry-first tools



Industry and function-wide expertise:

Delivering AI-powered outcomes across healthcare, financial services, manufacturing, energy, telecom and more



Strategic orchestration:

Partnering closely with Salesforce advisory teams to design, govern and execute large-scale AI programs

The HCLTech-Salesforce Synergy: **Success Unfolded**

4,100+
top-tier consultants

500+
satisfied global customers

1,000+
successful projects

4.8/5
overall CSAT score

30+
GenAI and Agentic AI infused solutions with focus on industry solutions and productivity gains

Our **Recognitions**

The success of our Salesforce partnership is legitimized by the many accolades and recognitions HCLTech has received from in the last year by leading industry experts and analysts.



- ★ **Winner of Overall credential growth** in LATAM region, 2024.
- ★ **Leader in Gartner Magic Quadrant** for Outsourced Digital Workplace Services 2024.
- ★ **Recognized as Customers' Choice** in the 2024 Gartner® Peer Insights™ Voice of the Customer for Outsourced Digital Workplace Services.

Our **Expertise**

The dynamic capabilities of the Salesforce COE allow us to provide your enterprise with truly transformative and collaboratively developed solutions that cater to a wide range of industry requirements. From Banking to healthcare, to telecom, energy and beyond; our cutting-edge solutions paired with our top-level service implementation is ready to serve your needs.

1

HCLTech InFusion ARISE

(**A**ccelerated **R**eplatforming & **I**nnovation to **S**alesforce **E**cosystem) is a next-gen automated migration solution that makes Veeva-to-Salesforce migration simple, fast and intelligent. By combining smart mapping, automated code transformation and seamless deployment, it eliminates migration headaches and ensures a smooth transition.

2

HCLTech InFusion CommForce

A complete telecom solution built using Sales cloud that provides complete functionality as Communication cloud. It redefines customer experience with an AI-powered platform that brings billing, orders, upgrades and support into one seamless journey. Always-on virtual assistance powered by Agentforce and smart automation replace fragmented systems, making telecom service simple, engaging and satisfaction-driven.

3

HCLTech InFusion EnerGility

Built on Salesforce Energy and Utilities Cloud and Marketing Cloud, this solution integrates systems for Oil & Gas companies to optimize operations and reduce costs using GenAI



4

HCLTech InFusion BankHub

A comprehensive banking solution on Salesforce Financial Services Cloud, offering integrated KYC, loan calculators and GenAI tools for enhanced financial planning

5

HCLTech InFusion CasePilot

An automated case management tool powered by Salesforce Einstein Copilot, improving service efficiency and customer satisfaction with integrated AI and ServiceNow

6

HCLTech InFusion OrgInsights

A real-time insights tool for Salesforce environments, aiding in optimizing configurations and test coverage with GenAI tools

7

HCLTech InFusion Org MigratEasy

Facilitates seamless Salesforce org migrations, preserving data integrity and security throughout the process

8

HCLTech InFusion EvoCommerce

Enables businesses to manage multiple storefronts with a single Salesforce license, offering real-time updates and integration with payment providers

9

HCLTech InFusion PatientFirst

Enhances healthcare provider-patient engagement using Salesforce Healthcare Suites, reducing costs and improving service efficiency

A focus on the future: **Driving autonomous business success with Agentic AI and Agentforce**

The HCLTech-Salesforce partnership combines advanced AI capabilities with industry expertise to drive digital transformation and innovation. Combining **Agentforce**, **Data Cloud**, **Slack AI**, **Tableau Next** and **MuleSoft** to deliver orchestrated AI that scales across the enterprise.



• **Governance-first AI engineering:**

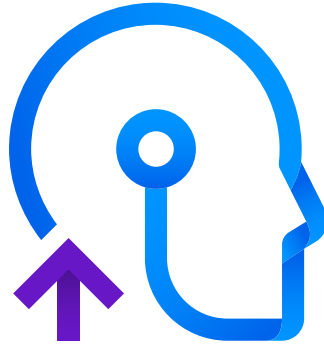
Every solution is built on our Total Experience AI Blueprint, embedding security, compliance and ethical AI to ensure audit-ready, trustworthy and scalable enterprise adoption

• **Industry-specific innovations:**

Tailored Salesforce industry clouds deliver hyper-personalized experiences across healthcare, financial services, retail and manufacturing, etc. driving measurable impact

• **AI-driven solutions leadership:**

HCLTech leverages Salesforce AI Cloud, Agentforce and Einstein GPT to create intelligent, secure and scalable AI applications across various industries, enhancing secure and intelligent business processes



• **GenAI Labs innovation:**

Through GenAI Labs, we accelerate industry-specific adoption by combining Salesforce AI Cloud with GenAI tools like Einstein GPT, delivering transparent, auditable and real-time decision-making solutions

• **Comprehensive AI orchestration:**

By unifying Data Cloud, Slack AI, Tableau Next and MuleSoft, we enable cross-platform intelligence with built-in governance and trust frameworks

• **Future-ready digital transformation:**

With Salesforce Data Cloud, Einstein Copilot and third-party LLMs, we deliver GenAI-infused workflows that streamline processes, surface real-time insights and prepare enterprises for an AI-first future

• **Autonomous business operations:**

Multi-agent orchestration powered by Agentforce transforms workflows into always-on digital labor, improving onboarding, reducing OpEx and elevating customer and employee experiences

Our **Success Stories**

1.

Enhancing employee services with AI-powered automation

The Objective:

Modernize employee support services to reduce manual intervention, improve resolution times and ensure 24/7 availability through AI-driven automation.

The Challenges:

- Heavy reliance on traditional helpdesk channels for IT and policy-related queries
- Delays in resolution due to manual intervention and high service volumes
- Lack of clarity in communication across service requests
- Rising costs and inefficiencies in handling employee support at scale

The Solution:

The client deployed an AI-powered Employee Service Agent within their intranet, enabling 24/7 assistance. This intelligent agent automated responses to common queries, resolved IT issues like password resets and license provisioning, created and updated service requests and smoothly handed off complex cases to human agents.

The Impact:

- **60%+** case deflection, reducing helpdesk volumes
- **24x7** employee service availability
- **50%** faster resolution times for common queries and requests
- **25%** annual cost savings, improving service efficiency and employee satisfaction

2.

Driving global oncology engagement with a compliant digital platform

The Objective:

Create a scalable, regulatory-ready platform to connect doctors, patients and caregivers worldwide, speed up new therapy launches and strengthen patient advocacy.

The Challenges:

- Rigid legacy platforms slowed site launches by 6–9 months
- Regulatory compliance gaps increased regulatory and safety risks
- Fragmented pharmacovigilance reporting threatened patient safety
- Inconsistent patient advocacy and education experiences limited global reach

The Solution:

Built a reusable low-code Salesforce digital platform that supports patient and doctor portals, automates safety reporting and ensures built-in regulatory compliance. It enables quick creation of new sites for therapy launches and continuous updates without heavy IT support.

The Impact:

- **40–50%** faster launches of oncology websites and services across the US, Europe and Japan
 - **\$55–120M** estimated annual economic benefit, including **\$40–100M** from faster therapy launches
 - **\$10–15M** IT cost savings and reduced regulatory risk
- Stronger global patient and doctor engagement, improving access to life-saving treatments

3.

Modernizing clinical trial operations with mobile-first Salesforce Field service

The Objective:

Transform staff scheduling and trial operations with a scalable, mobile-first solution to automate workflows, cut costs and speed life-saving therapy delivery.

The Challenges:

- Legacy on-premise scheduling system was costly, inefficient and non-scalable
- No mobile access forced manual appointment scheduling and execution
- Fragmented payroll, timesheet and compliance workflows delayed operations
- High total cost of ownership slowed trials and hurt patient care delivery

The Solution:

Implemented a mobile-first Salesforce Field Service and Experience Cloud platform guided by a Total Experience AI Blueprint. The new design automated scheduling, confirmations and compliance reporting, digitized payroll and timesheets and extended secure access to contractors. Future-ready architecture prepares for predictive routing, Data Cloud insights.

The Impact:

- **\$20–30M** annual economic impact
- **100K+** staff hours saved delivering \$7–\$10M productivity gains
- **\$2–3M** savings from payroll and back-office automation
- **\$5–15M** value from faster trial execution and earlier revenue realization
- **30–40%** TCO reduction
- Faster patient therapy delivery and improved nurse satisfaction and retention

Charting the course for your AI-Led journey



At HCLTech, our Salesforce practice is dedicated to helping clients seamlessly transition to an AI-driven environment, enhancing interactions across all stakeholders. We specialize in implementing industry-specific data models and AI best practices, including proactive prompting, mitigating toxic outputs and managing workflows to address AI inaccuracies.

We also integrate Salesforce's enterprise trust capabilities to ensure privacy and compliance, using audit logs and external LLMs within Salesforce Flow, Slack, MuleSoft and Tableau. By orchestrating comprehensive processes and case management features, we pave the way for digitally transformed, AI-enabled enterprises that are future-ready.

Together, let's build the autonomous enterprise of the future.

HCLTech | Supercharging
Progress™

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