BTS
BUSINESS TRANSFORMATION SERVICES
SALESFORCE | POWERED BY AI

AGENTFORCE MULTIPLIERS BY SIMPLUS AND INFOSYS

OUR VALUE DRIVERS

EXPERTISE AND CAPACITY
Experience implementing advanced AI features on efficient timelines to optimise client ROI.

HUMAN-CENTRIC DESIGN
Create intuitive designs to enhance the use of AI tools to solve complex problems for employees and customers.

INNOVATION
Exploring and applying AI use cases to unlock new opportunities for client success.

Looking for your Agentforce multiplier? Business Transformation Services (BTS), by Simplus and Infosys, understands how to unlock the potential of AI to ensure a successful Agentforce launch and ongoing interstellar AI journey. With over 150 identified use cases, and 50+ built across Salesforce clouds & industries, BTS supported by the Infosys Cobalt engine is uniquely positioned to ignite your AI journey.

We push the boundaries of what is possible with Salesforce's AI capabilities. By exploring **innovative use cases** and applying cutting-edge solutions, we help businesses harness the full potential of AI to **drive growth**, **optimise strategies**, and **enhance customer relationships**.

Keep reading to discover which of our AI Launchpads is right for your business—what best fits your current needs? Will it be a "LiftOff" or a "Spark"?
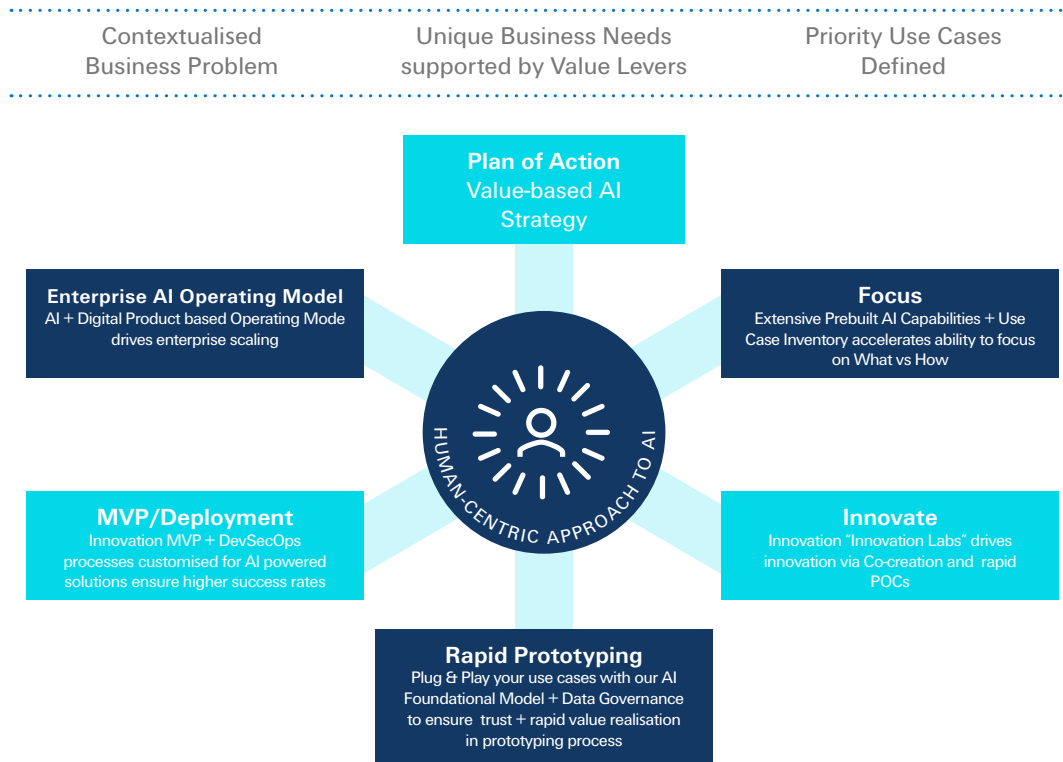
HOW IT WORKS

We partner with our clients throughout the innovation process to ensure success from start to finish. Our AI Strategy Process, coupled with our prebuilt use cases, guides our clients through their AI journey.

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DEFINED VIA AI STRATEGY PROCESS

CLIENTS

Contextualised
Business Problem

Unique Business Needs
supported by Value Levers

Priority Use Cases
Defined

Plan of Action
Value-based AI
Strategy

Enterprise AI Operating Model
AI + Digital Product based Operating Mode
drives enterprise scaling

Focus
Extensive Prebuilt AI Capabilities + Use
Case Inventory accelerates ability to focus
on What vs How

HUMAN-CENTRIC APPROACH TO AI

MVP/Deployment
Innovation MVP + DevSecOps
processes customised for AI powered
solutions ensure higher success rates

Innovate
Innovation "Innovation Labs" drives
innovation via Co-creation and rapid
POCs

Rapid Prototyping
Plug & Play your use cases with our AI
Foundational Model + Data Governance
to ensure trust + rapid value realisation
in prototyping process

STEP 2: SELECT THE RIGHT AI LAUNCHPAD TO FUEL YOUR HYPERGROWTH

OPTION 1: AGENTFORCE LIFTOFF

Bring Your Own Use Case (BYOUC) or select one from our repository.
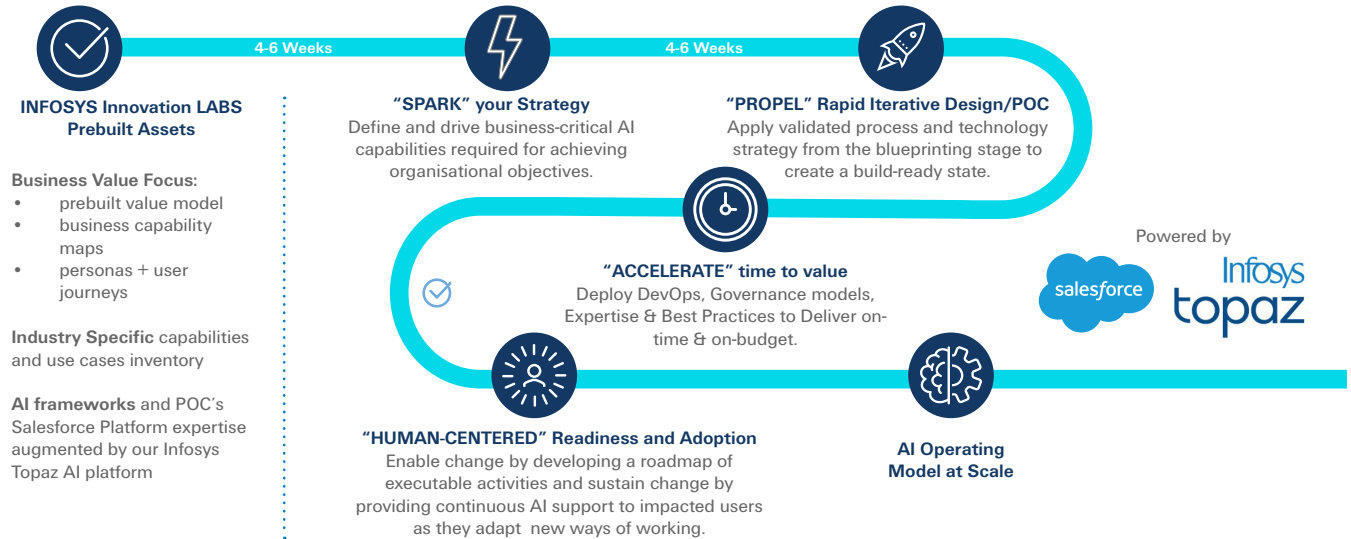
PREDEFINED USE CASES

Liftoff your Agentforce expedition with a predefined use cases from Infosys Innovation Labs or BYOUC

3-5 WEEKS

- 1 predefined use case
- 1 Agent with up to 2 topics
- 1 RAG Agent (Salesforce Data Only)
- 2 standard actions & 1 Custom Action (No Integration / Authentication)
- Value Proposition for defined use case
- Accelerator Framework for additional Agent build & deployments

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OPTION 2: AI SPARK

Before you propel and accelerate towards a scalable operating model.

4-6 Weeks   **4-6 Weeks**

INFOSYS Innovation LABS Prebuilt Assets

Business Value Focus:
- prebuilt value model
- business capability maps
- personas + user journeys

Industry Specific capabilities and use cases inventory

AI frameworks and POC's Salesforce Platform expertise augmented by our Infosys Topaz AI platform

"SPARK" your Strategy
Define and drive business-critical AI capabilities required for achieving organisational objectives.

"PROPEL" Rapid Iterative Design/POC
Apply validated process and technology strategy from the blueprinting stage to create a build-ready state.

"ACCELERATE" time to value
Deploy DevOps, Governance models, Expertise & Best Practices to Deliver on-time & on-budget.

Powered by

salesforce   **Infosys topaz**

"HUMAN-CENTERED" Readiness and Adoption
Enable change by developing a roadmap of executable activities and sustain change by providing continuous AI support to impacted users as they adapt new ways of working.

AI Operating Model at Scale

HOW TO CHOOSE BETWEEN **OPTION 1 AND OPTION 2**

	AGENTFORCE LIFTOFF	**AI SPARK**
You are a...	You are a Salesforce customer who has already identified strategic sales and service capabilities where AI Agents can be infused and want to quickly drive value and see results.	You are an organisation that has made some investments into and investigated AI but now wants to see how Salesforce can accelerate the AI journey in your company with a focus on the impact to customers, sales, service, and marketing teams.
Infosys Value	We can help you **swiftly** identify the value drivers of a use case before you invest in deploying your Salesforce AI Strategy and quickly bring it to realisation via a rapid POC approach.	We can help you identify **what** AI solutions should be built for business-critical capabilities and how the delivery model should operate for iterative releases starting with a quick Pilot/POC to validate the architecture as well as the promised business outcome.

WHO IS BTS?

Business Transformation Services (BTS) is part of the Infosys Salesforce practice, dedicated to strategic advisory, consulting, and architecture capabilities to deliver accelerated value from technology, process, and people investments. BTS drives transformational programs forward by leveraging the power of the Salesforce platform and supporting the ecosystem with real-world scalable solutions while providing an end-to-end vision and journey of the technology and process change landscapes needed to support front-to-back office program success. BTS boasts expertise across Salesforce enterprise products, works in all major industries, and extracts key objectives to deliver customer-specific value for enterprise transformation programs.

Ready to ignite your AI journey?
Connect with us today!

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