CAPABILITY DECK · 2026

Architect-led. AI-first.

Architect-led delivery across AI, enterprise platforms, custom engineering, cloud and data, and Salesforce, under one accountable team. Delivered globally.

GLOBAL DELIVERY
United States · Australia · India

CONTACT
contact@synconai.com

WEB
synconai.com

LINKEDIN
SynconAI

salesforce PARTNER

EVERYTHING WE DELIVER · 1 OF 2

AI, engineering, cloud and data.

AI SOLUTIONS

- AI Strategy and Roadmap
- Generative AI for Business
- Custom AI Applications
- AI Agents on Any Platform
- Headless AI Agents
- Claude and n8n Agents
- Connecting AI to Your Systems, with MCP
- AI Governance

CUSTOM ENGINEERING

- Custom Web Applications
- Testing and Quality Engineering
- Headless CMS and Content Sites

Java · Python · .NET · Node.js · TypeScript · React · Next.js · Angular · React Native · Flutter and more at synconai.com/services

CLOUD, DEVOPS AND DATA

- DevOps and Cloud Engineering
- AWS Cloud Engineering
- Azure Cloud Engineering
- Kubernetes and Containers
- Snowflake Data Engineering
- Databricks Data and AI
- Power BI Reporting
- dbt Data Transformation

ENTERPRISE ARCHITECTURE AND IT

- Enterprise Architecture
- SAP LeanIX Implementation
- Application Rationalization
- M&A IT Integration
- Oracle EBS and Cloud Financials

AUTOMATION AND INTEGRATION

- n8n Workflow Automation
- Salesforce Integration
- MuleSoft & Integration
- Slack Integration

Salesforce, teams and reviews.

SALESFORCE AND AGENTFORCE

- Consultation & Implementation
- Salesforce Managed Services
- Salesforce Administration
- Salesforce Development
- Agentforce Consulting
- Headless Agentforce Agents
- Tableau Consulting
- Salesforce DevOps and Releases
- Omnistudio and Industries
- Salesforce Mobile Apps
- Heroku Apps for Salesforce
- AppExchange Product Development
- Call Centre & Help Desk
- Google Cloud, Jira and monday.com

SALESFORCE CLOUDS

- Sales Cloud
- Service Cloud
- Marketing Cloud Next
- Commerce Cloud
- Experience Cloud
- Field Service
- Revenue Cloud Advanced
- Salesforce CPQ
- Financial Services Cloud
- Health Cloud
- Nonprofit Cloud
- Data 360

TEAMS AND ARCHITECTS

- Salesforce Team Extension
- Dedicated Salesforce Developers
- Dedicated Salesforce Consultants
- Dedicated Salesforce Architects
- Salesforce Solution Architecture
- Salesforce Technical Architecture
- Engineering Team Extension

REVIEWS AND STARTER PROGRAMS

- Org Health Review
- License Right-Sizing
- Marketing Cloud Next Readiness
- Data 360 Readiness Review
- Starter Programs

BUILT TO LAST Platform ownership after go-live: access, org health, automation, data quality, releases and technical debt. Code to enterprise standards: tested with real assertions, Code Analyzer in the pipeline, deployments that are boring by design.

AI WE BUILD

AI agents and products.

12

live Agentforce agents, filmed on real Salesforce orgs, of 50 designed

FIELD SERVICE
Repair Booking

FIELD SERVICE
Quote and Site Visit

SALES
Inbound Lead Triage

FIELD SERVICE
Job Wrap-up

FIELD SERVICE
Inspection Checklist

SALES
Meeting Prep Brief

FIELD SERVICE
Parts and Inventory Check

SERVICE
Case Triage and Routing

SALES
Pipeline Hygiene

FIELD SERVICE
Warranty and Asset Lookup

SERVICE
Document Intake

INDUSTRY
Student Enquiry and Enrolment

APPEXCHANGE APP

WorkNotes Plus

Threaded notes, follow-ups, templates and branded PDFs on any Salesforce record. Native managed package, nothing leaves your org.

- Team, Private and Confidential notes enforced by Salesforce sharing
- Follow-ups with an owner and a date
- Templates, guided forms and branded documents

synconai.com/worknotes-plus

L2D Lead to Deal

FREE ON AGENTEXCHANGE · V1.2

Lead to Deal

Agentforce for Sales Cloud with three jobs: lead triage, meeting prep and pipeline hygiene. 133 tests passing · 93% code coverage · 0 security-scan violations.

- Scores from rules you own, with a reason for every point
- Round-robin routing and a speed-to-lead re-alert
- A brief before each meeting, and stale deals fixed with the owner's yes

synconai.com/lead-to-deal

AI CUSTOMER WORKSPACE

Specular

An AI customer workspace: AI agents that answer, qualify, book and hand over, with the inbox, help desk and CRM behind them.

- Answers from your own pages and documents, and shows the source
- Qualifies, books real free times and hands over with a brief
- Shared inbox, tickets, CRM, pipeline, quotes, forms and reports

hispecular.com

AI ENGINEERING PLATFORM

SynconAI 360

The AI command center for Salesforce: it scans, reasons, generates, validates, deploys and documents changes safely.

- A live, searchable picture of each Salesforce org
- An AI assistant that reads the org before it writes
- Every change checked, approved and recorded so it can be undone

synconai360.com

AI & AGENTS

Governed AI, from pilot to production.

Agents are only as safe as the data, permissions and handovers under them. We build those first, then the agent.

Agentforce

- **50 agents** designed in our library, **12 live**, filmed on real Salesforce orgs
- Scope written as intents, with real transcripts
- Invocable Apex and LWC actions agents can call safely

Claude & OpenAI

- Anthropic and OpenAI partner
- Reasoning models alongside the CRM, not bolted on
- Model choice made per use case, not per vendor

MCP & integration

- MuleSoft MCP servers and Topic Center
- Agents reach the systems they need
- Admins control which tools an agent may call

Grounding & guardrails

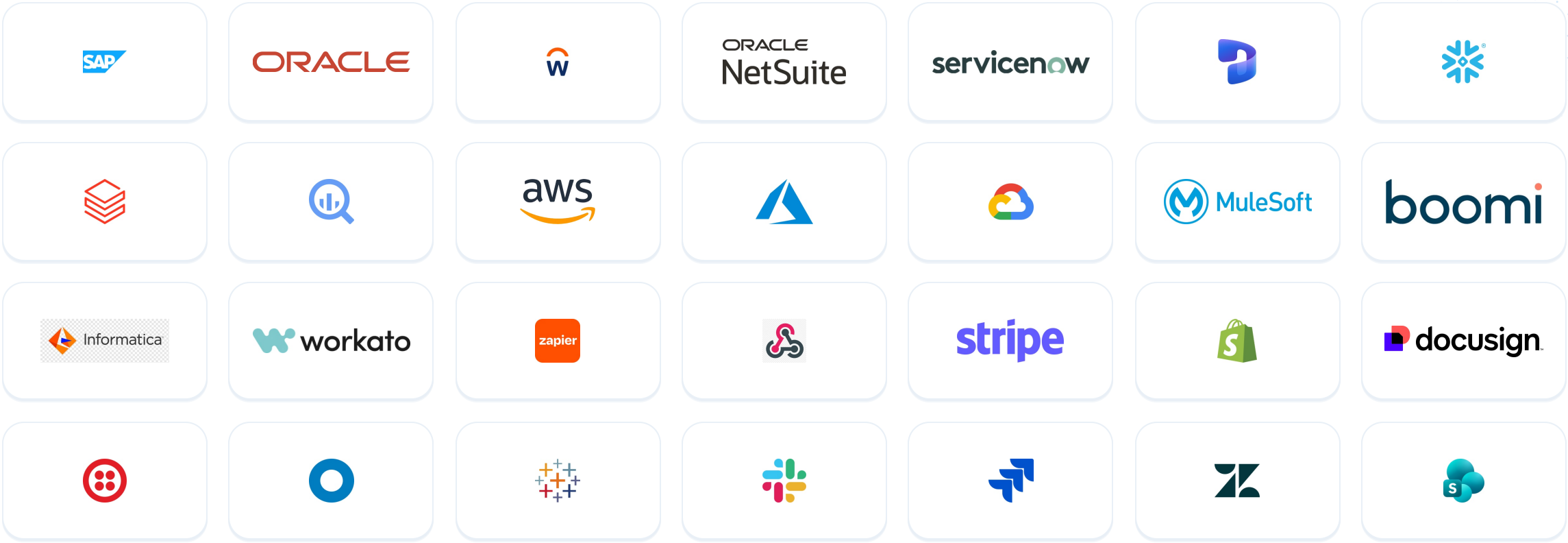
- One authoritative source per intent
- Refusal tested direct, indirect and mid-conversation
- Human approval on anything that commits

EVERY AGENT SHIPS WITH escalation rules that fire regardless of confidence, and a handover that carries the transcript, identity and reason.

INTEGRATION & AUTOMATION

Connected to the systems you already run.

ERP, data platform, identity, billing and service, integrated with MuleSoft, Boomi or native APIs, and documented so your team can own it.



Integration services →

Why teams choose SynconAI.

One accountable team across AI, enterprise platforms, custom engineering, cloud, data and Salesforce owns discovery through run-state, so operators inherit clarity, not dependency.

01 Your systems
02 Integration
03 Platforms
04 Governance
05 People & agents

01 Architects stay on the work

The people who shape the roadmap stay on the build and the run-state. No bait-and-switch after the pitch.

100% architect-led delivery · **16+** architect-level certifications

02 Month to month, no lock-in

Capacity scales to the work in front of you, not to last year's contract. Your budget goes on delivery, not planning.

Response from **10 minutes** · capacity you can scale

03 Delivery that follows the sun

Client ownership sits in your time zone while engineering continues overnight from the other hubs.

3 hubs: United States, Australia, India

04 Audited, not self-declared

Security, privacy and quality independently certified, and built for your team to own after go-live.

5 ISO certifications · **NSW** Government supplier panel

About SynconAI →

PROOF

Partnered, certified, audited and measured.

25%
Higher employee productivity on governed programs

50%
Less manual data entry after platform redesign

1,000+
Hours saved every year in a typical mid-market org

20+
Enterprise implementations, 100% architect-led

TECHNOLOGY PARTNERS

OpenAI Select Partner · Anthropic · Google Cloud Partner · monday.com Partner Certified · Salesforce PARTNER · Salesforce Talent Alliance EMPLOYER

OpenAI Select Consulting Partner, Anthropic Partner, Google Cloud Partner, monday.com Partner, Salesforce Select Partner and Talent Alliance. Pledge 1% member.

INDEPENDENTLY AUDITED

ISO 9001:2015 Company · ISO 27001 Certified · ISO 27017 Certified · ISO 27018 Certified · ISO 27701:2019 Certified · NSW Government

ISO 9001 quality, ISO/IEC 27001 security, 27017 and 27018 cloud security and privacy, 27701 privacy. NSW Government supplier panel.

CERTIFIED EXPERTS

CERTIFIED Application Architect · CERTIFIED Field Service Consultant · CERTIFIED Platform App Builder · CERTIFIED Sales Cloud Consultant · CERTIFIED Service Cloud Consultant · ACCREDITED Advanced Field Service · CERTIFIED Business Analyst · CERTIFIED Data Cloud Consultant · CERTIFIED Agentforce Specialist

30+ certifications, including Application, Data and Sharing architects and the Agentforce Specialist.

RANKED BY DIRECTORIES WE DO NOT CONTROL

DESIGNRUSH.com · SUPERBCOMPANIES.COM Top Salesforce Consulting Companies In 2025 · SUPERBCOMPANIES.COM Top CRM Consulting Companies In 2025 · TOP IMPLEMENTATION SERVICES PROVIDER goodfirms.co

Listed by GoodFirms, DesignRush and other independent directories.

Outcomes across SynconAI programs, as published at synconai.com/about.

INDUSTRIES

Industries we serve.

Financial Services
Trust, compliance, relationships and performance.

Insurance
Policy servicing, claims intake and broker workflows.

Healthcare & Life Sciences
Patient, provider and care coordination workflows.

Manufacturing & Auto Engineering
Plan, quote, fulfil and aftermarket.

Retail & Consumer Goods
Commerce, loyalty, support and customer data.

Communications & Media
Subscriber, content and service experiences.

Commercial Business Services
Client lifecycle, operations and delivery visibility.

Education
Recruitment, admissions, student success and alumni.

Real Estate
Leads, listings, tenants and maintenance requests.

Nonprofit
Fundraising, programs, grantmaking and outcomes.

★★★★★

"When it comes to Salesforce implementation and AI-powered solutions, SynconAI are in a league of their own. What they achieved with our Sales Cloud, Service Cloud and custom Agentforce agent has completely transformed how we operate."

Jack Bennett
Consumer Goods & Retail, United States
6-month project

★★★★★

"They have been great at helping us transform our business by bringing what I conceptualise to life, and great at translating process and workflow needs into the platform."

Financial services client
United States
4-month project

HOW TO WORK WITH US

Choose your delivery capacity.

Plan	Your team can include	Response
Momentum	Salesforce Consultant/Admin, with Architect oversight	1 business hr
Velocity MOST POPULAR	Consultant, Developer, Solution Architect and QA/Release support, plus AI and Integration specialists as needed	30 min
Scale	Consultant, Developer, Solution/Application Architect, QA/Release Engineer, Agentforce/AI and Integration/MuleSoft specialists	30 min
Strategic	A senior architect-led team across Salesforce, development, AI, integration, data, QA and release	15 min
Embedded	An embedded cross-functional pod with dedicated architecture leadership and specialists matched to your roadmap	10 min

Every plan covers **Run, Build and Improve**, month to month, with architecture, QA, delivery management and documentation included. Unused capacity carries forward in your **Delivery Reserve**.

YOUR TIME ZONE

Wilmington
United States

Sydney
Australia

Hyderabad
India

Client ownership sits in your time zone; delivery follows the sun.

GETTING STARTED

01 **Choose your plan.** Move up or down later.

02 **Kickoff** within one day, with your architects.

03 **Setup** by day 2: access and an action plan.

04 **Work under way** by day 3.

Start a conversation →

GLOBAL DELIVERY · UNITED STATES · AUSTRALIA · INDIA

Next step.

Talk to the architect who would design it.

Book a 30-minute architect call

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contact@synconai.com

WEB
synconai.com

AI AGENTS
synconai.com/ai-agents

SERVICES
synconai.com/services

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