FULL 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

WHO WE ARE · ARCHITECT-LED. AI-FIRST.

Why SynconAI exists.

We built SynconAI because too many Salesforce programs collapse in the hand-off: one team sells the strategy, another builds, then support starts from zero. One accountable team owns discovery through run-state so operators inherit clarity, not dependency.

MISSION

Help organisations turn Salesforce into an operating system for growth: connected CRM, governed Agentforce, clean data, and automation their teams can run without us permanently in the room.

VISION

Be the Salesforce partner enterprises call globally when the work must land in production, pass security review, and still be operable a year later. Architect-led delivery as the default, never a premium upsell, with accountable ownership wherever our clients operate.

Architecture
One design across Salesforce, data and systems

Automation
The work that should not need a person

Agents
Governed AI acting on clean data

Outcomes
Measured where the work is done

20+
Enterprise implementations

16+
Architect-level certifications

7
Salesforce clouds in production

100%
Architect-led delivery

About SynconAI →

AI SOLUTIONS

AI that fits your systems, data and approval rules.

From strategy to agents in production, on any platform, with approvals, logs and tests.

AI Strategy and Roadmap

Use cases ranked by value and risk, with a plan to start.

Generative AI for Business

Drafting, search and summaries grounded in your own content.

Custom AI Applications

AI features built into your apps, tested and monitored.

AI Agents on Any Platform

Agents that take actions with approvals, logs and tests.

Headless AI Agents

Agents that run in the background on events and schedules.

Claude and n8n Agents

AI agents and automations with approvals and testing.

Connecting AI to Your Systems, with MCP

AI wired to CRM, ERP and data with access controls, through MCP and APIs.

AI Governance

Policy, risk tiers, oversight and audit evidence.

CUSTOM ENGINEERING

Software built, tested and supported.

Web applications, portals, content sites and mobile apps, on the stack that suits the work.

Custom Web Applications

Portals and internal tools built, tested and supported.

Testing and Quality Engineering

Test strategy, automation and Salesforce release testing.

Headless CMS and Content Sites

Content models, previews and fast sites your editors run.

TECHNOLOGIES

Java · Spring Boot · Python · Django · Flask · .NET · Node.js · TypeScript · React · Next.js · Angular · Vue.js · MEAN stack · PHP · Laravel · Ruby on Rails · React Native apps · Flutter apps

CLOUD, DEVOPS AND DATA

Cloud platforms and data you can trust.

Pipelines, infrastructure as code, warehouses and governed reporting.

DevOps and Cloud Engineering

Pipelines, infrastructure as code and self-hosted platforms.

AWS Cloud Engineering

Landing zones, workloads, security and cost on AWS.

Azure Cloud Engineering

Landing zones, apps and identity on Microsoft Azure.

Kubernetes and Containers

Clusters, GitOps and upgrades, or something simpler.

Snowflake Data Engineering

Warehouses, pipelines, governance and Data 360 sharing.

Databricks Data and AI

Lakehouse pipelines, Unity Catalog and AI on your data.

Power BI Reporting

Semantic models, DAX and governed reports.

dbt Data Transformation

Tested, documented models in version control.

ENTERPRISE ARCHITECTURE AND IT

Architecture and IT across the estate.

Operating models, application portfolios, finance systems and integration after a merger.

Enterprise Architecture

EA operating model, capability map, review board and roadmap.

SAP LeanIX Implementation

Meta-model, inventory, data quality and executive dashboards.

Application Rationalization

Inventory, TIME assessment and a decommission roadmap.

M&A IT Integration

Day 1 readiness, TSA exit and one set of systems.

Oracle EBS and Cloud Financials

Upgrades, Fusion Cloud, SOX controls and a faster close.

AUTOMATION AND INTEGRATION

Workflows and integrations that run themselves.

n8n, MuleSoft and native APIs on monitored pipelines, documented for your team.

n8n Workflow Automation

n8n workflows on cloud or your servers, with approvals.

Salesforce Integration

APIs, middleware choice, and clean data flows between systems.

MuleSoft & Integration

Connect ERP, finance, and legacy systems with governed APIs.

Slack Integration

Salesforce, ERP, and ITSM in the channel, with governance.

SALESFORCE SERVICES

Salesforce and Agentforce practice.

CONSULTING AND RUN

- Consultation & Implementation
- Salesforce Managed Services
- Salesforce Administration
- Salesforce Development
- Salesforce Integration
- MuleSoft & Integration

AGENTFORCE, DATA AND PLATFORMS

- Agentforce Consulting
- Headless Agentforce Agents
- Data 360
- Tableau Consulting
- Slack Integration
- Call Centre & Help Desk

SALESFORCE PLATFORM BUILDS

- Salesforce DevOps and Releases
- Omnistudio and Industries
- Experience Cloud portals
- Salesforce Mobile Apps
- Heroku Apps for Salesforce
- AppExchange Product Development

REVIEWS AND STARTER PROGRAMS

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

TEAMS AND ARCHITECTS

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

SALESFORCE FOR EVERY BUSINESS

- Salesforce for SMBs
- Salesforce for Small Businesses
- Salesforce for Medium Businesses
- Salesforce for Large Enterprises

BUILT TO LAST Platform ownership after go-live: access, org health, automation, data quality, releases and technical debt. Apex, LWC and APIs to enterprise standards: tested with real assertions, Code Analyzer in the pipeline.

SALESFORCE CLOUDS

Every Salesforce cloud we deliver.

Certified across the Salesforce product set, so the licences you already own get used, and the ones you do not need never get sold to you.

- Sales Cloud
- Service Cloud
- Marketing Cloud
- Data 360
- Agentforce
- Experience Cloud
- Revenue Cloud
- Field Service
- CRM Analytics
- Financial Services Cloud
- Health Cloud
- Nonprofit Cloud

Also delivered: Commerce Cloud, Salesforce CPQ, Slack and Tableau.

AI WE BUILD · AGENTFORCE

12 live agents, and what each one does.

FIELD SERVICE
Repair Booking
Books repairs at any hour and sends emergencies straight to Dispatch.

FIELD SERVICE
Job Wrap-up
Turns what a technician says about a job into the report, parts and customer email.

FIELD SERVICE
Parts and Inventory Check
Finds the part on every van and shelf, protects the warranty, the next job and emergency stock, and sends one approved request.

FIELD SERVICE
Warranty and Asset Lookup
Tells a technician everything Salesforce knows about the unit on his job, by voice, and drafts the warranty claim he approves once.

FIELD SERVICE
Quote and Site Visit
Answers homeowners at night in Apple Messages, reads their photos and documents, gives an indicative range from your own rates and books a prepared estimator visit.

FIELD SERVICE
Inspection Checklist
Walks an inspector through a site inspection by voice, records every check on the job, raises a job for every failure and is signed off on site.

SERVICE
Case Triage and Routing
Reads every new case the moment it arrives, routes it to the right queue with the best Knowledge article, and alerts the team in Slack for urgent and VIP cases.

SERVICE
Document Intake
Takes a warranty claim in the chat on your website, reads the receipt and photos the customer sends, saves the receipt only after the customer says yes, and leaves a complete claim for your team to review.

SALES
Inbound Lead Triage
Reads every lead from your website form, checks it against your customers, open leads, service area and services, scores it from your own rules, routes it to the right owner, sends the approved acknowledgement and drafts the first reply.

SALES
Meeting Prep Brief
Turns one sentence into a brief for the rep's next meeting, read from Salesforce: what to watch for, who is in the room, the deal, the cases and the follow-ups.

SALES
Pipeline Hygiene
Reads every open deal each weekday morning, finds what has gone stale, asks the owner to fix it and saves the owner's own words to the opportunity.

INDUSTRY
Student Enquiry and Enrolment
Answers enquiries on any school's own website from its Salesforce records, checks the entry rules, records consent, books an advisor call or a tour, holds the place and opens the application.

PRODUCTS

Products we build and run.

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

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

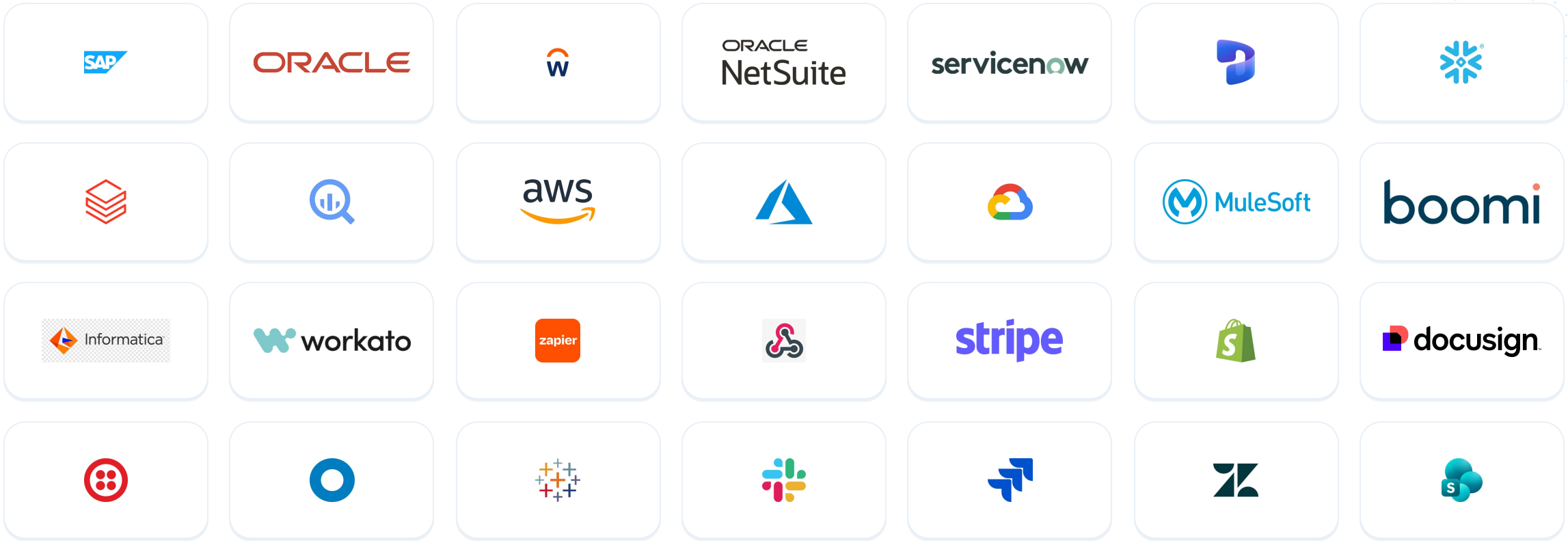
- One authoritative source per intent
- Refusal tested direct, indirect and mid-conversation
- Human approval on anything that commits

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 →

HOW WE DELIVER

One operating architecture.

From the systems you already run to the people and agents doing the work, designed and governed as one.

01	02	03	04	05
Your systems	**Integration**	**Platforms**	**Governance**	**People & agents**
ERP, data platforms and work tools stay the source of truth.	API-led, monitored connections, with MCP servers so agents reach what they need.	One platform for customers, cases and revenue, with data resolved in Data 360.	Permissions, human approval, guardrails and an audit trail on every action.	Your teams and AI agents act on the same governed data.
SAP · ORACLE · servicenow	MuleSoft · APIs · Events · MCP		Approval · Audit · Guardrails	

DESIGNED AS ONE Each layer is built with the next in mind, so adding an agent never means rebuilding the platform under it.

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.

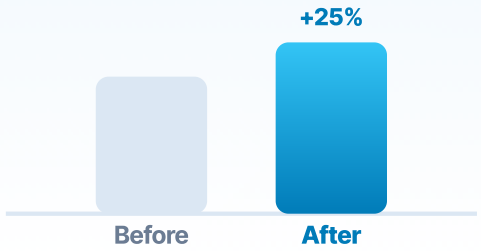
5 ISO certifications · **NSW** Government supplier panel

About SynconAI →

RESULTS

Measured where the work is done.

What changes for the people who use Salesforce every day once the platform is governed, designed around their work and owned after go-live.



25%

Higher employee productivity

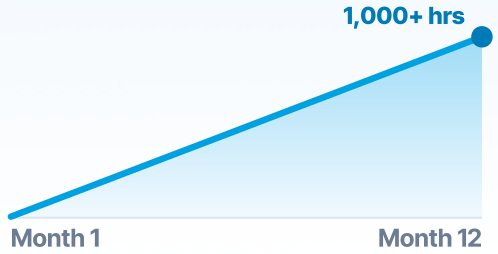
On governed programs, once automation and access match how teams actually work.



50%

Less manual data entry

After platform redesign, with integrations replacing re-keying between systems.



1,000+

Hours saved every year

In a typical mid-market org, from automation that the admin team can run and extend.

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

COMPLIANCE & RECOGNITION

Independently audited, ranked by others.

INDEPENDENTLY AUDITED

ISO 9001 quality · ISO/IEC 27001 information security · 27017 & 27018 cloud security and privacy · 27701 privacy · NSW Government supplier panel

RANKED BY DIRECTORIES WE DO NOT CONTROL

Listed by GoodFirms, DesignRush and other independent directories for Salesforce consulting, CRM and implementation services.

APPEXCHANGE

Published app

WorkNotes Plus is listed on the AppExchange and installs into your sandbox.

GOVERNMENT

NSW supplier panel

Listed on buy.nsw, with the due diligence that entails.

REVIEWS

5.0 average

Across published client reviews, each tied to a real engagement.

PARTNERS AND CERTIFICATIONS

Backed by the biggest in AI and SaaS.

OpenAI Select Partner

Google Cloud Partner

monday.com Partner Certified

salesforce PARTNER

Salesforce Talent Alliance EMPLOYER

PLEDGE 1% pledge1percent.org PROUD MEMBER



ARCHITECT

Application Architect · Platform Data Architect · Sharing & Visibility Architect · Data Cloud · Data 360

PLATFORM & DEVELOPMENT

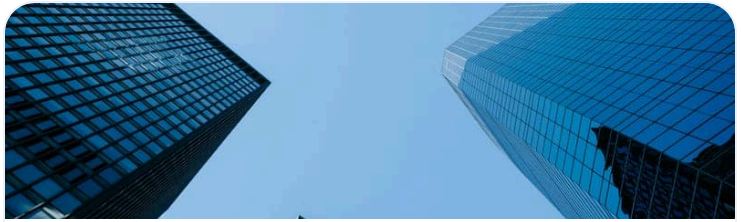
Platform Developer · App Builder · Administrator · Administrator II · CPQ Administrator

CONSULTANT & AI

Sales Cloud · Service Cloud · Field Service · Advanced Field Service · Agentforce Specialist · AI Associate

CASE STUDIES

Delivered end to end.



Connecting Sales, Service, Data and AI in one multi-cloud architecture ↗

Three teams, three meanings of customer → **One written definition, one owner**

Sales Cloud · Service Cloud · Data 360 · Agentforce



An AI service agent with safe human escalation ↗

Escalation triggered on confidence → **Rules that fire regardless of confidence**

Agentforce · Service Cloud · Knowledge



Quote-to-cash for a complex manufacturing business ↗

Margin calculated after the quote went out → **Margin visible on the quote**

Revenue Cloud · Sales Cloud · Flow



Connecting a fragmented enterprise with API-led integration ↗

A dozen direct connections, no list → **One layered estate with an interface register**

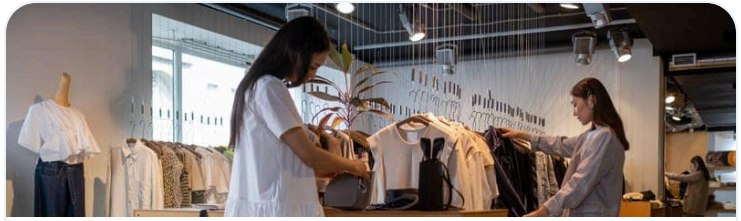
MuleSoft · Anypoint · Sales Cloud



Field operations, from scheduling to mobile delivery ↗

Absence known only to the dispatcher → **Absence recorded where the schedule reads it**

Field Service · Service Cloud · Mobile



A connected customer marketing lifecycle ↗

Four systems, four partial customers → **One resolved profile for every journey**

Marketing Cloud · Data 360 · Sales Cloud

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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AI AGENTS
synconai.com/ai-agents

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