

PERSISTENT SYSTEMS

Overview

Persistent Systems is a U.S.-based provider offering services such as business consulting, design-led workshops, system landscape architecture, development, quality assurance and deployment with strong focus on Salesforce products. The company has its headquarters in Santa Clara, California, with offices in 26 states in the U.S. Persistent Systems is Platinum Partner of Salesforce, a member of the Cloud Alliance Partnership and employs more than 1,500 Salesforce-experienced resources, and more than 600 hold a certification by Salesforce.

Strengths

Implementation approach: Persistent Systems takes a data-oriented implementation approach using Salesforce as an enterprise platform for digital transformation. This strategy is based on a well-defined foundation layer of API and data integration layer, where it offers tools and products that are necessary for consistent data-focused implementation.

Development partnership with Salesforce: For a long time, Persistent Systems has been the product development partner of Salesforce, which enables it to develop sophisticated and customizable solutions based on the Salesforce platform.

Predefined solutions: The company's portfolio includes a rich set of solutions specifically for the healthcare industry with strong focus on service cloud. The healthcare solutions cover the entire spectrum of patient care, spanning clinic-oriented functionalities to post-treatment activities. With its Engage 360 solution, Persistent Systems provides a powerful tool for customer support and service engagements. This solution enables support and service agents and their supervisors to get a unified, pertinent access to case and customer-relevant information.

Project efficiency by accelerators: Persistent Systems offers accelerators that are usable across industries for improving service delivery and project efficiency, by supporting continuous integration and providing frameworks for deployment and post-deployment configuration.

Caution

The company's share of T&M-related work is relatively high. It should strive to increase its share in fixed price and outcome-based project to demonstrate co-responsibility in the results of respective projects.



2020 ISG Provider Lens™ Leader

The strong data-oriented approach applied by Persistent Systems is unique and makes it a leading partner in using Salesforce as an enterprise platform.