○ Panaya

CHANGE INTELLIGENCE: DON'T LEAVE CHANGE UP TO CHANCE

"The only constant in life is change."
-- Heraclitus of Ephesus (circa 535-475 BCE)

Despite his most famous quote, the Greek philosopher Heraclitus would likely be impressed by the pace of change in the modern world. And he would quickly recognize that such change is essential to our growth, as people and as organizations.
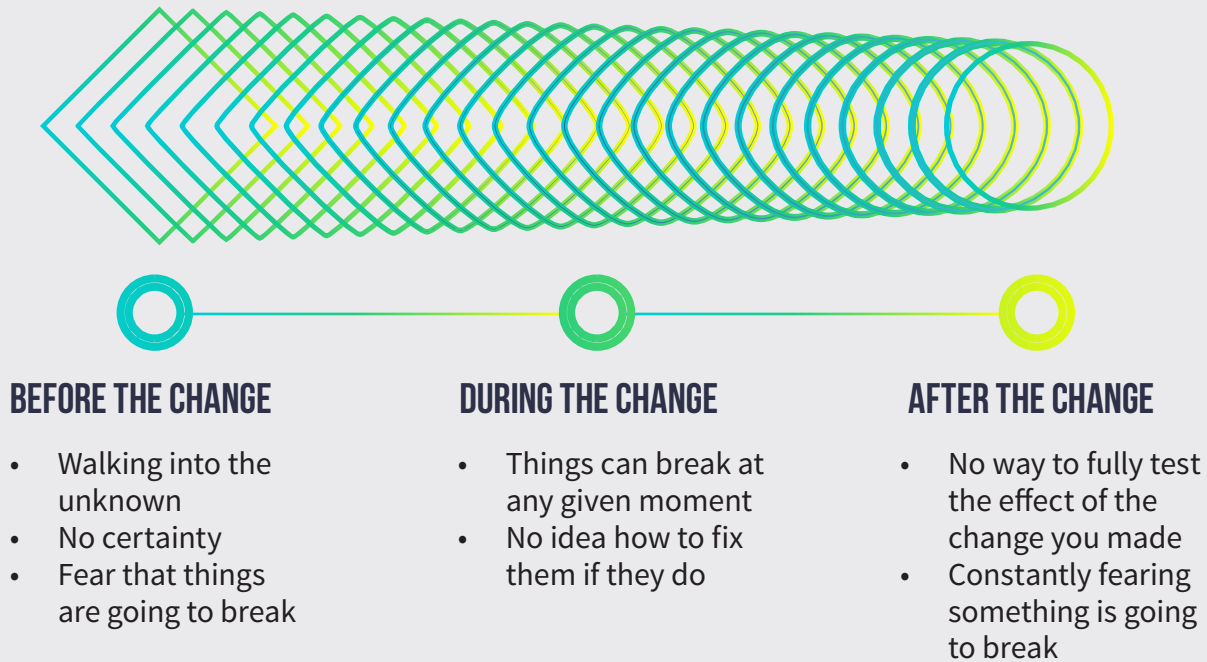
For businesses, core business applications such as Salesforce are among the most frequently updated and adapted. These mission-critical applications generally have a touchpoint with every part of the business, which means that, when done right, a single change can improve operations across the entire organization.

THE CHALLENGES OF CHANGE

But let's face it, even the most skilled Salesforce professional –cannot always foresee in advance what will be the consequences of implementing changes, especially when the Salesforce Org keeps growing in size and complexity.

The interdependencies, legacy implementations, workarounds and hotfixes that have filled the Org over the years, make it impossible to confidently identify all the potential impacts and where they will be felt. These unknowns pose potential risks to business-critical processes, which can pop up at any stage of the process.

It can feel like you're walking blindfolded on the edge of a cliff.

BEFORE THE CHANGE

- Walking into the unknown
- No certainty
- Fear that things are going to break

DURING THE CHANGE

- Things can break at any given moment
- No idea how to fix them if they do

AFTER THE CHANGE

- No way to fully test the effect of the change you made
- Constantly fearing something is going to break

Wouldn't it be so much easier if you had X-ray vision to help you see how everything in your Salesforce Org connects, allowing you to foresee the impact of changes, scope projects, and manage your implementation, development and testing needs?

IT'S TIME FOR CHANGE WITH INTELLIGENCE

It is time to rethink change. It is time to make change a positive experience once again, by exposing the unknowns and eliminating the risk. Change Intelligence means seeing the full impact of any change you intend to make, exactly what will break, what you need to fix, and how to test– right from the start. It is knowing exactly what to expect before, during and after the implementation of any change, so you can confidently go live – without ever having to take any steps backward.

MAP EVERYTHING, UNDERSTAND THE IMPACT

Change Intelligence begins with mapping out your landscape, quickly capturing the most complex dependencies across your Org. Intelligent risk assessments then reveal the precise impact of every intended change.

IDENTIFY FAILURES, PRIORITIZE FIXES

Change Intelligence assessments zero-in on potential change failures and their root causes. When you can see in detail exactly how a change will play out, you can easily identify ahead of time the level of impact each failure will have and what needs to be fixed to eliminate the risk. You can then prioritize development and testing activities accordingly.

TEST SMARTER, RELEASE FASTER

With Change Intelligence, you not only change faster, but you also change smarter. You know what to test, and your entire organization has the tools to collaborate effortlessly and test business processes. Going beyond conventional testing, Change Intelligence ensures you know exactly how every change will impact your actual operations post go-live.

THE WORLD WITH CHANGE INTELLIGENCE - HOW TO ELIMINATE RISK

BEFORE THE CHANGE

Clearly see the **"Change map"** with all the complex dependencies, so you fully understand the impact

DURING THE CHANGE

See what you need to **fix** and **how** to fix it

AFTER THE CHANGE

You can **test** how the changes effect your entire system, so you can always deal with the outcomes

Change Intelligence eliminates uncertainty, so you can confidently embrace change without hesitation.

HOW CAN YOU APPLY CHANGE INTELLIGENCE?

A Salesforce Org can be agile and dynamic enough to meet the changing needs of your organization thanks to its innovative SaaS offerings on a single, secure and scalable platform. Panaya is the first and only Change Intelligence Solution with Salesforce-specific, business-process-centric impact analysis and test management tools. Panaya helps you move away from calculated guesswork to metadata-based decision-making, when implementing necessary changes to your Salesforce Org, so you can keep processes predictably stable and data reliably consistent.

- With Panaya, you can identify in advance the impact of every change to the Salesforce Org. With just a click of a button you can get a clear visualization and multi-level analysis of the dependencies within your Org, including Apex classes, Process Builders, Flows, Fields and more. This allows you to respond to business and management requests (such as revising employee permissions, territories, markets, etc.) that involve changes to existing workflows or processes, and to implement them across the company virtually risk-free.

- The need for accurate and risk-mitigating testing practices becomes crucial as your growing Salesforce Org increases in complexity. With Panaya, you can easily create a risk-based testing plan, prioritizing those areas of your Org at greatest risk. This conserves resources that would otherwise be wasted on tests performed "just in case," while also avoiding unpleasant surprises because you did not test enough.

- Ensuring the health and performance of your Salesforce org is critical to maximizing your investment. With Panaya, you can easily identify weak points and become alerted to developing usage trends. You can leverage Salesforce best practices and your **Panaya Org Overview Dashboard** for valuable actionable insights, whether you're planning new Salesforce initiatives and enhancements or just struggling with slow system performance
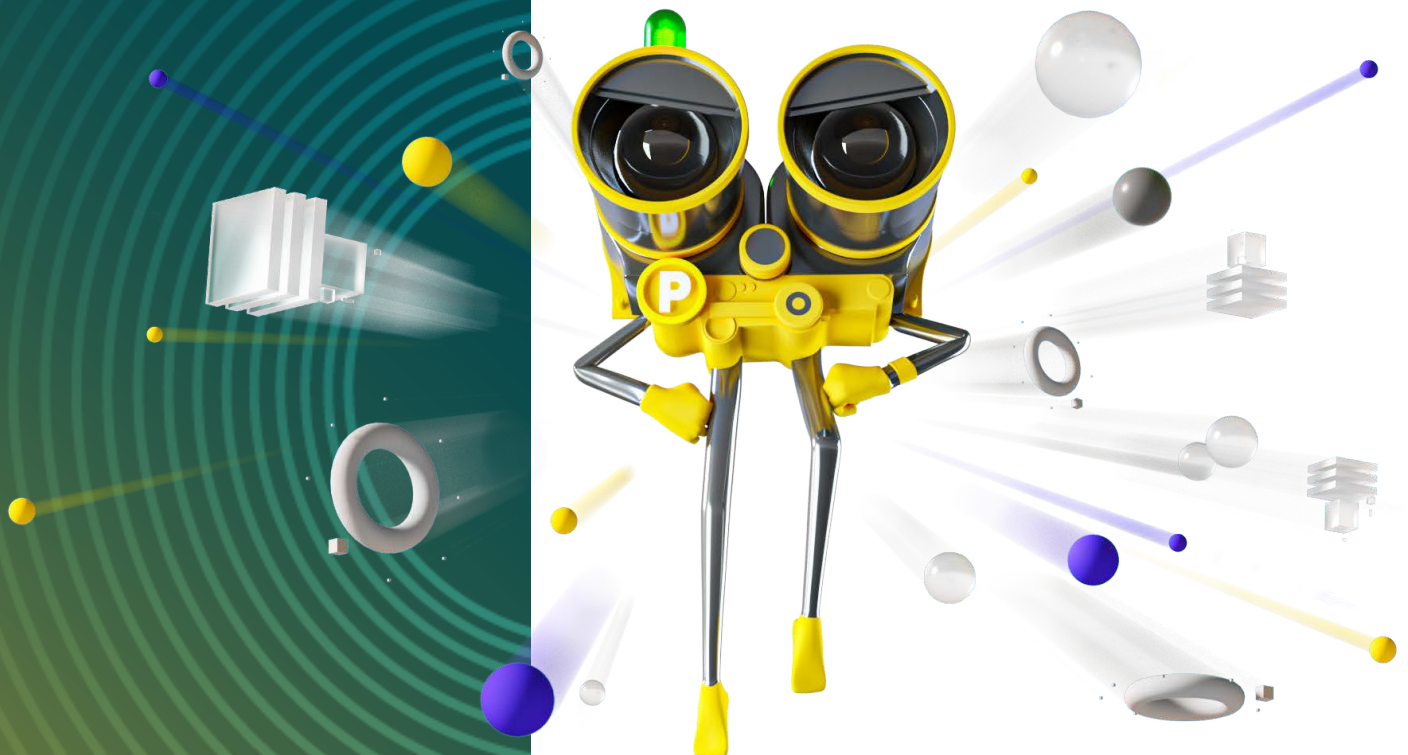
NO MORE SURPRISES.
NO MORE SPREADSHEETS.
NO MORE STRESS AND NO MORE FEARING THE WORST.
WITH PANAYA, YOU CAN EXECUTE ANY CHANGE –
BIG OR SMALL – QUICKLY, SAFELY AND WITH COMPLETE CONFIDENCE.

CHANGE IS A NATURAL PART OF YOUR BUSINESS

Customer expectations are increasing and changing frequently in the pursuit of great products and services. Any company wanting to survive must be able to adjust quickly and efficiently. **But it does not have to be a hard, stressful or risky process.**

Change Intelligence is the key.

You can foresee the business impact of each step along the way, make informed development decisions, and eliminate risk with Panaya's easy-to-use SaaS platform. Real-time visibility, control and peace of mind transform every upgrade, update and innovation from a heavy burden into an ongoing benefit. And as change becomes a natural part of your business, your organization will evolve, expand and develop faster, more efficiently, and with much better results.

↘

Panaya enables organizations to accelerate application change and continuously deliver innovation with its Change Intelligence Platform.

Panaya provides cloud-based application delivery and testing solutions that ensure collaboration between Business and IT.

Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle.

—

Since 2008, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quick quality change to enterprise ERP and CRM applications.

LEARN MORE ABOUT CHANGE INTELLIGENCE

○ Panaya