

AVIONOS MANAGED SERVICES



Don't worry about unsolved tickets, scheduled maintenance or site improvements -- leave them to us!



24/7/365 Coverage

Your virtual operations team provides seamless, client support.



Flexible Hours

Use hours for break-fix, configuration, user support, enhancements or upgrades.



Dedicated CSM

Rapid response and personalized guidance from your customer success manager.



Technology Expertise

Support teams are certified across all major platforms, including Salesforce and Adobe.

Technical Services



Enhancements:
Update existing features and complete website enhancements



Security:
Critical security patches, bug fixes and compliance



Integrations:
Integration with third party systems



Upgrades:
Software upgrades and version releases for your technology stack

Marketing Services



Campaign Management:
Campaign creative and interactive email creation



SEO:
Keyword research and page content optimization recommendations



Copywriting:
Product content copywriting and authoring



Analytics:
Reporting, A/B testing, and analytics tagging development



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OUR RESULTS SPEAK FOR THEMSELVES

See how we've helped companies just like yours.



AVIONOS

SEAMLESS GLOBAL PLATFORM UPGRADES

CUSTOMER LED

After launching multiple B2B Commerce portals across LatAm, Europe and North America with Avionos, Brenntag transitioned to the Managed Services team to maintain governance and stability during their upgrade to Salesforce B2B Commerce on Lightning. They needed: flexible support hours for enhancements, site security, and 100% uptime for their sites.

TECHNOLOGY ENABLED

- Salesforce B2B & Lightning Commerce
- Integration with Mulesoft, Oracle, & SAP

OUTCOMES DELIVERED

- Supports global rollout and change management for Salesforce B2B Commerce Lightning
- Mitigates technical risks
- Trains Brenntag team to increase adoption

100%

uptime for
global sites

17

countries
supported

88%

backlog
closure to
date

OPTIMIZED MARKETING CAMPAIGNS & SEO

CUSTOMER LED

As a managed services client, Stepan was utilizing the Avionos team for general maintenance and upgrades. But their internal team struggled to glean actionable data insights from their marketing analytics. Stepan turned to Avionos Managed Services as trusted marketing advisors for analytics analysis, as well as SEO education and support.

TECHNOLOGY ENABLED

- Adobe Analytics
- Adobe Experience Manager

OUTCOMES DELIVERED

- Audited Stepan's existing search elements on stepan.com
- Standardized best practices for SEO optimization
- Provided ongoing recommendations to continue to improve SEO

20%

increase in service
hours to include
analytics support

20%

average backlog
tickets closed
per week

100%

uptime for
business-
critical sites

WE CAN HELP YOU...

Get the most out
of your platforms
like Salesforce
and Adobe

Keep your website
updated, secure,
and compliant

Leverage our
efficient team
structure to
minimize costs

Connect every
element of your
customer journey

