



Smarter Cloud Solutions  
Real-World Results

### Business Overview

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GSA Multiple Award Schedule  
(MAS)

NASA SEWP V (Sub)

OASIS+ (Sub)

**SIN:** 518210C Cloud Computing

### Core Competencies

- Salesforce Sales Cloud, Marketing Cloud, Service Cloud, & Commerce Cloud
- Einstein AI
- Agentforce
- Identity Access & Management
- Customer 360
- Salesforce Dev Ops
- AppExchange Development
- Salesforce Integrations with MuleSoft, Google, Slack, Oracle, Eloqua, Elasticsearch, Smartsheet, Alfresco, and More

## Advanced Salesforce & Agentforce Expertise for Enterprise Environments

CloudWave delivers secure, scalable Salesforce solutions that modernize operations, improve customer experiences, and accelerate outcomes for federal and regulated organizations. With deep expertise in Agentforce and Salesforce AI, we help agencies and enterprises automate work, enhance service delivery, and unlock greater value from their data.

### Salesforce at CloudWave



CloudWave has been a trusted Salesforce Partner since 2015, delivering end-to-end CRM, platform integration, case management, Agentforce, AI, and custom enterprise platform solutions across federal and commercial environments.

### Core Platform Capabilities

- Salesforce Architecture, Design, Implementation, and Operations
- Application Development, Deployment, and Ongoing Support
- Sales Cloud, Service Cloud, and Experience Cloud Solutions
- Salesforce DevOps and CI/CD Enablement
- Customer 360 Data Strategy and Platform Optimization
- Custom Lightning Components and AppExchange Development
- Enterprise Salesforce Integrations and Data Modernization

### Agentforce & AI Expertise

- Agentforce Strategy, Design, and Implementation
- Custom Agentforce Tools and AI Agents
- Workflow Automation and Predictive Insights
- Conversational AI for Internal and Customer Support Teams

### Certified Salesforce Teams

Salesforce & Agentforce Certified Consultants, Developers, and Architects

# Salesforce Clients

- **General Services Administration (GSA)** – CloudWave has supported GSA for over 15 years, providing development and operations support for 60+ Salesforce applications while helping modernize enterprise systems across PBS, FAS, and OGP.
- **Federal Deposit Insurance Corporation (FDIC)** – CloudWave developed secure Salesforce communities, consumer response solutions, self-assessment portals, dashboards, and reporting tools for banking programs.
- **Department of Homeland Security (DHS)** – CloudWave provided Salesforce migration planning and architecture consulting for an application transition to AWS, including dependency analysis and roadmap development.
- **Small Business Administration (SBA)** – CloudWave designed and implemented bidirectional MuleSoft integrations that connected Pay.gov and JAAMS data with Salesforce grant funding records.

## Past Performance: General Services Administration (GSA)

CloudWave has been a trusted partner to GSA (General Services Administration) for the last 15 years, successfully helping GSA accelerate their application portfolio modernization to capitalize on the cost, performance, and security benefits of cloud computing. Our team is working with GSA at an enterprise level in support of ongoing projects with PBS (Public Building Services), FAS (Federal Acquisition Services) and OGP (Office of Governmentwide Policy) to provide innovative, cost-saving, low risk solutions.

CloudWave is providing development and operations support for **60+ applications serving over 10,000 users** across the agency. The performance, capability, and capacity has elevated our team as a go-to-implementer with a proven record of delivering modernized solutions that meet the agency's missions with flexibility to update and enhance systems as GSA evolves.

Our team also delivers MuleSoft integrations connecting Salesforce with platforms such as Zoom, Google, databases, and Alfresco in support of GSA's document management strategy. CloudWave provides end-to-end architecture, design, implementation, and support for these enterprise integrations.

### Key Outcomes

- Supported 60+ Salesforce applications across the enterprise.
- Modernized systems for multiple GSA business units.
- Delivered secure integrations across mission-essential platforms.
- Improved efficiency through automation and cloud-first solutions.
- Provided end-to-end architecture, development, and operations support.
- Trusted long-term modernization partner to GSA.