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TerraSky Co., Ltd.

TerraSky Joins Salesforce Forward Deployed Engineering Partner Network, Expanding Success with Agentforce

TerraSky receives advanced engineering insights from Salesforce, helping enterprises bridge the gap between AI ideals and real-world results by combining their unique business IP with technical rigor and specialized training.

TerraSky Co., Ltd. ("TerraSky") has announced its participation in the newly unveiled Salesforce Forward Deployed Engineering (FDE) Partner Network. As a partner with a proven track record in delivering Agentforce, TerraSky becomes part of a select network of companies that leverage the deep knowledge, expertise, and specialized training of Salesforce's internal teams to help enterprises transform their AI agent visions into reality.

As organizations evolve into agentic enterprises, the trial phase of AI has concluded, and the delivery of concrete business outcomes is now required. However, a significant gap remains in execution. Many enterprises remain stuck in the stage of pilot point solutions, unable to scale them to a level that can be leveraged in actual business operations. The Salesforce FDE Partner Network closes this gap by providing the advanced engineering capabilities necessary to address complex security environments and unique data challenges.

As a partner with this exclusive validation, TerraSky places technical rigor and production outcomes at the forefront, empowering clients to achieve:

- **Advanced Technical Integration:** Map complex, fragmented data structures to provide AI agents with the necessary context and a secure permission architecture to operate appropriately.

- **Enhanced Regulatory Environments:** Build robust AI guardrails that meet stringent security standards in industries where a single misstep can lead to irreversible consequences.
- **System Orchestration:** Construct the foundational integration layer—including integrations, APIs, and data pipelines—required for AI agents to function seamlessly across the entire production environment.
- **Closing the Production Gap:** Combine decades of industry-specific knowledge with Salesforce's internal engineering standards to rapidly deploy AI agents for clients managing complex data and regulated workflows.

TerraSky's Initiatives and Track Record with Salesforce and Agentforce

1. Unrivaled Salesforce Implementation Track Record and Trust

Since its founding, TerraSky has delivered over 8,000 projects in Salesforce implementation support. We will fully leverage our rich expertise, cultivated through supporting clients across a wide range of industries and scales, in our Agentforce implementations as well.

2. Joint Client Metrics and Proof Points

With operational efficiency and customer satisfaction in the contact center domain set as our KGIs, we have established KPIs such as the AI-driven autonomous resolution rate, precision rates indicating response accuracy, and hallucination rates. Based on these, we are driving validation focusing on the following three pillars:

- **Multi-dimensional Evaluation Linked to KGIs:** Objectively evaluate outcomes from both technical aspects (such as precision rates) and business aspects (such as autonomous resolution rates).
- **Ensuring Precision and Safety:** Place a high priority on precision rates to mitigate the risk of misinformation, while enforcing strict risk management by establishing explicit exit criteria (cutoff thresholds) for hallucination rates.

- **Verification of Economic Impact:** Estimate cost-reduction effects based on the number of autonomous resolutions to verify the return on investment (ROI).

3. TerraSky's In-House Use Cases of Agentforce

TerraSky is actively driving a sales transformation project powered by AI agents.

Specific Examples of Agentforce Utilization:

- Automatically updating opportunity/activity records and creating to-do items from meeting notes.
- Automatically generating initial drafts for proposal outlines.
- Searching for similar sales opportunities.
- Conducting sales role-playing with AI as the counterpart, among others.

As a result, we have successfully reduced the operational man-hours required for opportunity registration and proposal creation, creating more dedicated time for client engagement. Furthermore, we are simultaneously driving the transformation of tacit knowledge into institutional assets through data accumulation, eliminating individual dependencies, and accelerating the development of junior talent.

With this expanded partnership, Salesforce customers no longer have to navigate the complex challenges of AI integration alone. Through the Salesforce FDE Partner Network, TerraSky provides the ongoing expertise and technological governance required to transform AI agent visions into long-term, scalable realities.

To learn more about TerraSky and its Salesforce Forward Deployed Engineering capabilities, please visit AgentExchange—Salesforce's marketplace for pre-built autonomous AI agents and skills.

Executive Quotes

Comment from Salesforce

Atsushi Urano, Senior Vice President, Alliance & GTM Innovation at Salesforce Japan Co., Ltd., stated: "Customers seeking success in the era of AI agents will find that our partner ecosystem brings the Salesforce advantage to life in a tangible way. The Salesforce Forward Deployed Engineering Partner Network extends the deep insights and specialized training developed within Salesforce to a highly select network of partners. This empowers customers with the engineering depth and confidence needed to transition from the pilot phase to production, and ultimately achieve large-scale business outcomes."

Comment from Takashi Miyata, Director, Deputy President & Executive Officer of TerraSky Co., Ltd.

"We are thrilled to announce our participation in the Salesforce Forward Deployed Engineering Partner Network. By combining our hand-in-hand support capabilities—cultivated through more than 8,000 cumulative Salesforce implementations—with the advanced engineering knowledge leveraged through this network, we are committed to driving our customers' business transformation. Because TerraSky possesses a deep understanding of our customers' operational processes, we are uniquely positioned to swiftly eliminate barriers to practical AI utilization and deliver production-ready implementations that achieve genuine outcomes on the business front lines."

For more details on TerraSky's AI agent implementation support, please visit our dedicated page below.

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