



SALESFORCE SUPPORT WITH SMB

INNOVATIVE RESULTS WITH A TEAM OF EXPERTS

Innovation doesn't end with your implementation of Salesforce. Your success is driven by continuing to build on your strategic vision, enhancing the system, capitalizing on new Salesforce features, and increasing user adoption. With our seasoned team of Salesforce consultants we are able to provide you with on-going Salesforce support to make updates, provide advice and help you plan for the future of your investment. You'll have a team that is standing by to work with you over the long-term. A team that knows your business and knows your system.

PROACTIVE SUPPORT

We believe in long-term, meaningful partnerships with our clients. Our Proactive Support package is designed to provide on-going support with a team that will work with you every week to proactively coordinate your projects and work (as needed) to make sure you are accomplishing your goals. Plus, you will have a Quarterly Business Review with your dedicated Project Manager and a Sr. Consultant from our team to ensure that you are getting the most from your investment with Salesforce.

REACTIVE SUPPORT

Our reactive support is designed for clients with sporadic needs for changing and updating Salesforce and do not require a dedicated project manager. You have access to our team of Salesforce Consultants for any changes that are needed – you pay for support when you use it.

ONBOARDING

Support onboarding includes an analysis session with a Sr. Consultant and Analyst to understand your business and a walk-through of your current system. Our team will complete a technical review of your configurations to generate familiarity with your system and to make sure we are ready to provide comprehensive support. If your system includes any code, one of our Technical Architects will complete a review of the APEX and/or VisualForce.

SMB MONITORING LITE

Includes daily monitoring of KPIs related to User Adoption, System Limits and Data Trends made available in the SMB Customer Community as a Dashboard for your reference at any time, as well as in a report that will be reviewed with your monthly status call.

	PROACTIVE	REACTIVE
COMMUNICATION		
Access to Online Portal	✓	✓
Support Email Address	✓	✓
Dedicated Project Manager	✓	
Quarterly Business Review	✓	
Weekly / Bi-Weekly Status Calls	✓	
SERVICE LEVELS		
Response SLA	1 Day	2 Days
Work Begins	2-3 Days	5-7 Days
SMB Monitoring Lite ¹	✓	
COSTS		
Hourly Rate	\$190 / Hour	\$190 / Hour
Monthly Fee ²	\$500.00	None
Onboarding Fee	\$1,000.00 With Code +\$500.00	\$1,000.00 With Code + \$500.00

¹ SMB Online Monitoring Lite is provided beginning 11/28 and will be provided in the SMB Help Desk Customer Community.

² The Monthly fee includes up to 4 weekly planning/status meetings and 1 quarterly business review with your dedicated project manager. The fee does not include any work completed, including, but not limited to, Design, Configuration and Development.