

Salesforce Support Success Plans

Do you want expert help to make sure Salesforce is working the way you want it to?

Our team of Salesforce Success Administrators are ready to assist you with everything from the day to day running of the system to complex configuration. We can keep your users happy, your system healthy, and make sure you are always up-to-date with the latest Salesforce enhancements.

Our Success Plans are crafted to make sure you get the most out of Salesforce, and are built to compliment your size, your Salesforce edition and the amount of time you need.



BASIC

Lift Off

Ideal for those just getting off the ground, with Professional Edition (1-10 users)

- 4 hours of Admin Support monthly
- 4 hours of Managed Services monthly
- User management and permissions
- Configuration of standard and custom fields
- Basic reports and dashboards



ADVANTAGE

High Altitude

Aimed at Professional or Enterprise Edition clients, ready to take it to the next level (10-30 users)

- 8 hours of Admin Support monthly
- 8 hours of Managed Services monthly
- All features from Lift Off plus:
 - Workflow and process automation
 - Data imports, updates and full backup
 - Lightning features readiness assessment



PREMIUM

Stratospheric

Our stellar plan for Enterprise or Performance Edition clients (up to 100 users)

- 16 hours of Admin Support monthly
- 16 hours of Managed Services monthly
- All features from High Altitude plus:
 - Complex customizations
 - Full reporting and scheduled analytics
 - Dedicated account manager
 - Monthly Health check
 - Future release recommendations and strategic planning
 - Sandbox and release cycle management

Some people call it a support plan, or a managed service package, or an ongoing maintenance contract – but we think we can do better than that! That's why we call it a Success Plan. With our support you can receive the assistance of a dedicated, certified and experienced Salesforce Administrator to sort out all your questions as they occur, as well as time put aside for managed services to plan and deliver your Salesforce roadmap. We understand your business and your processes and our customers see us as a part of their team.

Beyond Stratospheric?

Call us and we can talk your through our Premium+ 'Orbital' plan.

Contact Adam Pearless at adam.pearless@desynit.com or call on 0117 373 6800

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desynit.com/support