

# Salesforce Managed Services

Keeping up with your Salesforce implementation is an ongoing, complex job that requires a specialized technical skill set. The number of features and capabilities in the platform continue to expand, requiring significant time and effort to manage and support it. Plus, it's hard to find certified, experienced and affordable SFDC professionals – and if your in-house expert leaves, you could find yourself suddenly short-handed without the expertise.

There's a better way to manage this skills gap: Salesforce Managed Services, a flexible and scalable solution to maintaining your Salesforce instance, without the cost and hassle of hiring additional, dedicated staff.



## GET MORE FROM SALESFORCE

Whether you're short on in-house Salesforce expertise, want to expand your use of the platform, have a backlog of projects to tackle, or just need a helping hand to handle the daily administration and maintenance of your Salesforce instance, our team of certified Salesforce experts can help ensure you're getting the most value out of your Salesforce investment. Our team has helped dozens of leading brands optimize their use of Salesforce and realize its full potential.



## SALESFORCE CERTIFICATIONS

Our experts have Salesforce certifications in Sales Cloud and Service Cloud, with a proven ability to maximize the effectiveness of the solution in the following areas:

- Administration
- Implementations
- Apex development / debugging
- Automation (Process Builder/Workflows)
- Reports and dashboards
- Lightning migrations
- Third-party integrations, including Outreach, Conga, Box, Dropbox and leading marketing automation platforms such as Pardot, SFMC, Adobe Marketo, Oracle Eloqua and more
- Systems and data audits
- CPQ

## PROACTIVE, ONGOING SUPPORT TO BOOST ROI

As part of your Salesforce Managed Services agreement, our certified professionals will provide ongoing development and support to ensure your organization realizes maximum ROI from your Salesforce investment. We work alongside your team, providing cost-effective, scalable support and services on-demand, to ensure your Salesforce instance continues to meet the needs of your organization as it evolves and grows.

## KEY BENEFITS

- Outsource complex Salesforce implementations and management to certified experts
- Extend your internal team, without needing to hire or train specialized talent
- Benefit from our experience in optimizing Salesforce for other leading organizations
- Reduce costs while maximizing the return on your Salesforce investment

## TECHNICAL SERVICE PACKAGE COMPARISON

| CAPABILITY                                      | ADMIN | DEVELOPER |
|-------------------------------------------------|-------|-----------|
| Objects and Fields                              | ▲     | ▲         |
| Account Hierarchy                               | ▲     | ▲         |
| Task Alerts                                     | ▲     | ▲         |
| Workflows/Process Builder/Lightning Flows       | ▲     | ▲         |
| Data Management                                 | ▲     | ▲         |
| User Management                                 | ▲     | ▲         |
| Data Access/Sharing                             | ▲     | ▲         |
| System Access                                   | ▲     | ▲         |
| Salesforce AppExchange (Managed/Unmanaged Apps) | ▲     | ▲         |
| Enterprise Territory Management                 | ▲     | ▲         |
| Salesforce Reports and Dashboards               | ▲     | ▲         |
| Salesforce Releases                             | ▲     | ▲         |
| Lightning Path                                  | ▲     | ▲         |
| List Views                                      | ▲     | ▲         |
| Page Layouts                                    | ▲     | ▲         |
| Audit Trail                                     | ▲     | ▲         |
| Approval Process                                | ▲     | ▲         |
| Data Storage                                    | ▲     | ▲         |
| Lead/Case Assignment Rules                      | ▲     | ▲         |
| Email Templates                                 | ▲     | ▲         |
| Change Management                               | ▲     | ▲         |
| Salesforce1 Mobile                              | ▲     | ▲         |
| Admin Package                                   |       | ▲         |
| Debugging Apex Code                             |       | ▲         |
| Apex Classes                                    |       | ▲         |
| Apex Triggers                                   |       | ▲         |
| Visualforce Pages                               |       | ▲         |
| Lightning/Aurora Components                     |       | ▲         |
| Native Salesforce Integrations                  |       | ▲         |
| Campaign Influence                              |       | ▲         |

### LET'S GET STARTED

For more information on our Salesforce Managed Services [contact us](#) today!