![Eagle Creek Software Services logo]

The U.S. Technology
Consulting Company
Gold Partner

Support Packages For
Salesforce

salesforce PARTNER

Silver	Gold	Platinum
✓ New user setup	✓ Silver Responsibilities +	✓ Gold Responsibilities +
✓ User support such as password resets	✓ Design, Document, and execute Minor Enhancements	✓ System Architecture
✓ User community notification of system issues and changes	✓ Apex solutions to support custom business processes (minor enhancements)	✓ Lifecycle Management
✓ Training and documentation	✓ Frontend Visual Force enhancements	✓ Integration development
✓ Data Imports and mass record updates	✓ Sandbox refreshes	
✓ Weekly Data backups	✓ New object setup	
✓ Permission and Role adjustments	✓ Workflow Automation	
✓ Page layout modification and list creation	✓ Enhancement deployments	
✓ Minor configuration adjustments such		

Package	Silver	Gold	Platinum
01 Services Offered	Admin Services	Admin + Minor Enhancement	Admin + Enhancement + Project
02 Minimum Term	✓	✓	✓
03 Administration Services		✓	✓
04 L1 Defect Support — Troubleshooting, Root cause analysis		✓	✓
05 Minor Enhancements — Development of up to 25 hrs./wk.		✓	✓
06 Apex & Visualforce		✓	✓
07 Dev + Integration — Up to 25 hrs./wk. for Web Service and API			✓
08 Supported Developer Toolkits for Salesforce — AJAX, Force.com migration, Force.com IDE, etc.			✓
09 Support Times	M-F 8:30 AM EST- 5:30 PM PST	M-F 8:30 AM EST- 5:30 PM PST	M-F 8:30 AM EST - 5:30 PM PST
10 SLA Response Time	4 Hours	2 Hours	1 Hours
11 Support Channel	Ticket System Only	Ticket System or Phone	Ticket System or Phone or Onsite
12 Minimum Resources	.5 Admin	.5 Admin, 1 Dev	.5 Admin, 1 Dev, .5 Architect
Notes		Travel cost involved for onsite visit	Travel cost involved for onsite visit