

# SALESFORCE SUPPORT SERVICES



Support Packages  
Providing Choice,  
Flexibility and  
Competitive Pricing

## Salesforce Services

Eagle Creek has perfected the approach for Salesforce CRM implementations to ensure that not only are they built with a proper foundation, but that they are also implemented with the future needs of the organization in mind.

This approach allows our customers to optimize price and quality while mitigating risk, with a speed of implementation that allows companies get a return on the investment, drive change in the organization and achieve positive bottom line results as soon as possible.

Service offerings include:

- Strategy
- Implementation
- Custom Development
- Data Migration
- Integration
- Support Services



## Salesforce Support Packages

Ongoing support and continued enhancements are critical to the success of your Salesforce implementation. Maximizing your investment is driven by user adoption, which in turn is boosted by delivering a great Salesforce experience. Experienced administrator's providing timely and dependable support can significantly increase this adoption.

Our Salesforce Support Packages are available in three varieties so as to provide choice, flexibility and competitive pricing.

Silver	Gold	Platinum
<ul style="list-style-type: none"> <li>• New user setup</li> <li>• User support such as password resets</li> <li>• User community notification of system issues and changes</li> <li>• Training and documentation</li> <li>• Data Imports and mass record updates</li> <li>• Weekly Data backups</li> <li>• Permission and Role adjustments</li> <li>• Page layout modification and list creation</li> <li>• Minor configuration adjustments such as LOV updates</li> <li>• Email and workflow notifications</li> <li>• Approval processes and Lead routing support</li> <li>• Report and dashboard customization</li> </ul>	<ul style="list-style-type: none"> <li>• Silver Responsibilities +</li> <li>• Design, Document, and execute Minor Enhancements</li> <li>• Apex solutions to support custom business processes (minor enhancements)</li> <li>• Frontend Visual Force enhancements</li> <li>• Sandbox refreshes</li> <li>• New object setup</li> <li>• Workflow Automation</li> <li>• Enhancement deployments</li> <li>• Dashboard design and creation</li> <li>• Testing</li> </ul>	<ul style="list-style-type: none"> <li>• Gold Responsibilities +</li> <li>• System Architecture</li> <li>• Lifecycle Management</li> <li>• Integration development</li> </ul>

## U.S. Onshoring - A Unique Delivery Model

Businesses are undergoing a digital transformation more revolutionary than the .com era. New technologies, applications and devices are being released to the market at an accelerated pace. The skills dilemma combined with budget constraints mean companies are being compelled to change their IT sourcing strategy. Internal hires and traditional onsite resources remain elusive and expensive. Offshore cannot provide the communication, responsiveness and speed in the new requirement of the Digital Enterprise.

Eagle Creek's U.S. Onshoring combines on site expertise with our offsite (but onshore) delivery platforms. Achieving this consistent and sustainable way to provision consulting capabilities, reduces our customers' backlogs and optimizes their IT budgets. This has meant investing in America; where Eagle Creek has become the leader in U.S. Onshoring.



For more information visit:  
[www.eaglecrk.com](http://www.eaglecrk.com)

## Salesforce Support Package Details

Our Salesforce Support Packages are available in three varieties so as to provide choice, flexibility and competitive pricing.

Package	Silver	Gold	Platinum
<b>Services Offered</b>	Admin Services	Admin + Minor Enhancement	Admin + Enhancement + Project
<b>Minimum Term</b>	3 months	6 months	12 months
<b>Administration Services</b>	√	√	√
<b>L1 Defect Support</b> Troubleshooting, Root cause analysis		√	√
<b>Minor Enhancements</b> Development of up to 25 hrs./wk.		√	√
<b>Apex &amp; Visualforce</b>		√	√
<b>Dev + Integration</b> Up to 25 hrs./wk. for Web Service and API			√
<b>Salesforce-Supported Developer Toolkits</b> AJAX, Force.com migration, Force.com IDE, etc.			√
<b>Support Times</b>	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
<b>SLA Response Time</b>	4 hours	2 hours	1 hours
<b>Support Channel</b>	Ticket system only	Ticket System or Phone	Ticket System or Phone or Onsite
<b>Minimum Resources</b>	.5 Admin	.5 Admin, 1 Dev	.5 Admin, 1 Dev, .5 Architect
<b>Notes</b>		Travel cost involved for onsite visit	Travel cost involved for onsite visit

