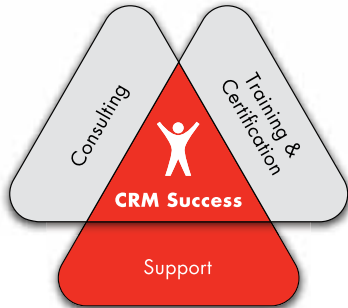


## Salesforce.com Support Custom Integration Support

- ⌘ Small businesses
- ⌘ Medium-sized businesses
- ⌘ Large businesses
- ⌘ Very large organizations



Working with salesforce.com experts to plan, deliver, and support your enterprise-ready CRM integration maximizes visibility, offers reusable methodologies and best practices, and helps secure higher customer satisfaction.

### For More Information

Increase the success potential of your Salesforce CRM and AppExchange investment today. Contact your account executive for more information about salesforce.com Custom Integration Support services.

Or visit <http://www.salesforce.com/services-training/customer-support/> for more information on our Salesforce.com Support offerings.

No doubt about it: Customer relationship management (CRM) applications are invaluable assets to companies looking to boost revenue and enable business growth. But many companies today—no matter their size—are discovering that simply *having* a CRM solution is not enough. In fact, analysts now agree that how well a CRM system integrates into front- and back-office applications can be just as important as that system's functionality.

When a company's infrastructure is saddled by disparate technology platforms and solutions, communication often suffers. As a result, visibility becomes limited between applications. Processes are delayed. Error rates increase. Ultimately, these obstacles can lead to less efficient fulfillment and distribution—which can drastically reduce customer satisfaction. The bottom line? Your CRM solution must integrate in real time with your critical business applications to live up to its potential.

That's why salesforce.com, the leading provider of cloud-based business solutions, offers expert Custom Integration Support services to ensure that the advantages of our leading CRM and AppExchange solutions effectively reverberate through all levels of your business.

### Professional integration drives CRM objectives

Under the guidance of the salesforce.com global integration services team, you can achieve full integration—even within complex infrastructures—simply and efficiently. The result is a winning combination of expertise and experience that helps unify your application environment for better visibility, streamlined business processes, and more-profitable customer interactions.

### In-depth support simplifies maintenance

Once your integration is in production, Salesforce.com Support offers Custom Integration Support to ensure your CRM and AppExchange solutions continue to run smoothly through:

- ⌘ Code-level issue triage and troubleshooting for supported integration points
- ⌘ Regression testing for each integration, for every major release
- ⌘ Access to a prerelease testing environment
- ⌘ As many as two assigned customer integration contacts

### Customer benefits

When you select Custom Integration Support, you gain consistent business visibility by ensuring information interaction between your salesforce.com solution and other critical systems. Custom Integration Support provides you with:

- ⌘ Expert support services from our senior technical integration professionals
- ⌘ Round-the-clock accessibility from our on-call experts to resolve your integration questions as they arise
- ⌘ Seamless solution transition from our professional services experts to Custom Integration Support services

### Testing environments facilitate upgrades

Salesforce.com understands that your application environment is a dynamic entity. Enterprise software is constantly upgraded to provide improved functionality. Salesforce.com releases upgrades of our solutions and APIs as well. That's why our Custom Integration Support services also include access to regression testing environments prior to major new software releases to identify and escalate API compatibility or integration code issues. As a result, you can work with your salesforce.com integration experts to maintain the integrity of your CRM integration, while minimizing the possibility of costly downtime due to compatibility issues between your back-office applications and your Salesforce CRM solution.

## Pricing

Salesforce.com offers Custom Integration Support services to our Premier Support customers in the North America, EMEA, and APAC regions. To flexibly accommodate your unique business needs, services are available on a tiered pricing structure, with levels based on integration complexity, number of individual integrations, and support requirements. Contact your account executive for more information about Custom Integration Support.

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