



Premier Success Plans

Whether you're new to Salesforce.com or a long-time customer, you'll want to drive the most value from your Salesforce solution. The right combination of success resources, support and training will deliver a high ROI, strong user adoption and consistent alignment with your business objectives. To optimize your success with Salesforce now and in the future, take advantage of our Premier service offerings: Premier Success Plan and Premier+ Success Plan.

Premier Success Plan

Get success: Premier Success Plan connects you with resources to achieve and expand success with Salesforce. Our Help site and Premier Toolkit provide best practices, templates, videos and more. We benchmark your user adoption and make proactive recommendations for improvement. Our release planning programs help you adopt new features and get the most out of your Salesforce solution. And if you have 200+ CRM licenses, an assigned success resource provides personalized guidance to drive your business objectives.

Get support: When you need help, Premier Success Plan gives you fast access to our most skilled technical resources. Get 24/7 support with rapid response times to help resolve your issues quickly. Whether you have how-to questions, technical issues, or need developer support when building custom applications, we give you fast, expert answers.

Get training: Premier Success Plan makes it easy to train everyone on Salesforce. We offer more than 100 interactive, self-paced online courses, so your entire team—administrators, developers, end users—can quickly acquire the expertise they need, when they need it. Our extensive course catalog includes complete online versions of our most popular classroom courses, such as Administration Essentials.

Not sure what training you need? Premier Success Plan includes sample training plans and role-based learning paths to guide you. Want customization? We provide many courses in a format that lets you add your own screenshots and content to make it your own.

Premier Success Plan includes:

- **Success services:** best practices and release planning programs to accelerate usage and adoption. Plus an assigned resource (200+ CRM users) who delivers personalized reviews and recommendations to drive business value.
- **Continuous support coverage:** 24/7 toll-free phone and online case creation with priority access to our support team and fast 1-hour initial response for critical issues.
- **Developer support:** error-related troubleshooting and code reviews to help you build apps on Force.com.
- **Comprehensive training:** unlimited access to 100+ online training courses for all roles.
- **Customizable training templates:** downloadable course content, including storyboards and scripts, for you to customize and deliver in your preferred format.

Premier Success Plan easily pays for itself through higher user adoption and increased business productivity.

Premier+ Success Plan

You have big ideas about transforming your business in the cloud. Although Salesforce applications are incredibly easy to use and configure, having Salesforce experts partner with you to maintain your solution can take your success to new heights. Our Premier+ Success Plan includes all the benefits of Premier Success Plan plus:

- **Post-implementation administration services:** after your initial implementation, we provide 100+ administration services for ongoing application maintenance (see Appendix for complete list).
- **Access to administration team:** your internal Salesforce administrator will work with our team of certified experts to update your Salesforce configuration.

While Premier+ Success Plan is not an implementation service, you'll rest easier knowing that experienced professionals will help maintain your application, leaving you free to focus on your strategic objectives.

Standard Success Plan

All Salesforce products include a standard level of customer support and access to online resources. The Standard Success Plan offers support during business hours, with an initial response time of 2 business-days. You also get anytime access to our Standard online resources, including Help, where you can find Getting Started training courses, submit support cases, and browse documentation and the knowledge base.

Get Premier Success

On average, customers who take advantage of Premier Success Plans have 57% higher user adoption rates, 130% more process automation, and 140% higher use of business analytics—and that translates into 80% more return on investment (ROI).

Compare Success Plan Offerings

Features	Success Plans		
	Standard	Premier	Premier+
Support initial response time by case Severity Level ¹	2 business days ²	Severity 1: 1 hour ³ Severity 2: 2 hours ³ Severity 3: 4 hours ⁴ Severity 4: 8 hours ⁴	Severity 1: 1 hour ³ Severity 2: 2 hours ³ Severity 3: 4 hours ⁴ Severity 4: 8 hours ⁴
Online access to Standard success resources: Help, knowledge base, "Getting Started" training	✓	✓	✓
Access to Premier success resources: Premier Toolkit, user adoption and release programs		✓	✓
24/7 toll-free phone support		✓	✓
Premier developer support		✓	✓
Premier online training catalog (100+ titles)		✓	✓
Customizable training templates		✓	✓
Assigned success resource ⁵		✓	✓
Administration services ⁶ to update your Salesforce solution			✓

¹Severity level definitions:

- Severity 1: Critical – Production issue affecting all users • System unavailability • Data integrity issues
- Severity 2: Urgent – Persistent issue affecting many users • Major functionality is impacted • Significant performance degradation
- Severity 3: High – System performance issue or bug affecting some but not all users
- Severity 4: Medium – Inquiries about routine technical issues • Information requests on application capabilities, navigation, installation or configuration

²Excluding holidays.

³24/7 Severity 1 and 2 coverage includes weekends and holidays.

⁴Severity 3 and 4 target response times include local business hours only and exclude weekends and holidays.

⁵Assignment of a Premier success resource will be made with 200 or more full Salesforce CRM user subscriptions, or a total Premier annual fee of \$50,000 or more.

⁶See the Appendix for a complete list.

The Premier Success Plan can be purchased with Enterprise or Professional Editions. The Premier+ Success Plan is included with Salesforce CRM and Force.com Unlimited Edition, or can be purchased with Enterprise and Professional Editions. For the Success Plan best for you, please contact your salesforce.com account executive.

Premier Developer Support

Premier Developer Support, included with Premier Success Plan and Premier+ Success Plan, recommends best practices for succeeding with Force.com, and helps troubleshoot Salesforce error messages that you might encounter.

For example, if a developer needs to manipulate Salesforce CRM data and present it within the Salesforce UI, our experts will recommend specific tables, fields, and functionality. This advice is important with Force.com code, where developers must mind governor limits and features particular to running applications in a multitenant environment.

Premier Developer Support includes:

- Best practice advice for creating Force.com code (APEX) and Force.com pages (Visualforce).
- Salesforce error message troubleshooting and exception handling.
- In-depth code analysis, de-bugging, and recommendations (up to 200 lines).
- Access to our interactive developer community, [Developer Force](#).

Premier Developer Support Features

Features	Premier Developer Support
Force.com code (Apex) & Force.com pages (Visualforce)	<ul style="list-style-type: none"> • Explanation of governor limits • Salesforce error message troubleshooting • Error-related code review of Force.com classes and triggers (up to 200 lines) • Force.com code and Force.com pages best practices and recommendations
Web Services API	<ul style="list-style-type: none"> • Salesforce error message troubleshooting • SOAP message capture and review • Web Services API best practices and recommendations
Salesforce.com-supported Developer Toolkits (AJAX, Force.com Migration, Force.com IDE, etc.)	<ul style="list-style-type: none"> • Salesforce error message troubleshooting • Toolkit best practices and recommendations

Appendix: Premier+ Success Plan Administration Services

Administration Categories/Tasks	Description of Administration Tasks
Set Up and Customization	
Users ¹	Create, update and deactivate users
Portal Users ¹	Create, update and deactivate portal users
Roles	Create and update roles and role hierarchies
Profiles	Create and update profiles
Public Groups	Create and update public groups
Custom Objects	Create and update custom objects
Standard Objects	Update standard objects
Custom Fields	Create and update custom fields
Page Layouts ²	Create and update page layouts
Record Types	Create and update record types
Custom Buttons and Links ³	Create and update custom buttons and links
List Views	Create and update list views
Queues	Create and update queues
Assignment Rules	Create and update assignment rules
Auto-response Rules	Create and update auto-response rules
Escalation Rules	Create and update escalation rules
Support/Lead Settings	Update settings
Manage Teams (Account/Sales/Case)	Create and update teams on user record
Pricebook	Create and update pricebook
Workflow Rules/Tasks/Alerts/Field Updates	Create and update workflow rules, tasks, alerts, and field updates
Approval Processes	Create and update workflow approval processes
Reports	Assist in creation and modification of reports as necessary
Dashboards	Create and update dashboards as necessary
Analytic Snapshots	Create and update analytic snapshots as necessary
Custom Report Types	Create and update custom report types
Validation Rules	Assist in creation and modification of validation rules as necessary
Formula Fields	Assist in creation and modification of formula fields as necessary
Summary Formula Fields	Assist in creation and modification of summary formula fields as necessary
Translations Workbench	Create and update translations
Forecast Hierarchy	Update forecast hierarchies
Territory	
Territory Hierarchy	Create and update territory hierarchies
Territory Rules	Create and update territory rules
User Territory Assignments ¹	Create and update user territory assignments

Administration Categories/Tasks	Description of Administration Tasks
Communication Templates	
HTML Letterhead Templates	Create HTML letterhead templates ⁴
Email Templates	Create email templates
Quote Templates	Create and update quote templates
Data	
Mass Transfer Records ¹	Mass transfer records, provided by customer in formatted CSV file
Mass Delete Records ¹	Mass delete records, provided by customer in formatted CSV file
Mass Create Records ¹	Mass create records, provided by customer in formatted CSV file
Mass Update Records ¹	Mass update records, provided by customer in formatted CSV file
Security	
Sharing Rules	Create and update sharing rules
Field Accessibility	Create and update field accessibility
Password Policies	Manage password policies
Session Settings	Manage session settings
IP Ranges	Add and update IP ranges
Company	
Currencies	Manage currencies
Fiscal Year	Create and update fiscal year
Business hours	Create and update business hours
Productivity and Collaboration	
Create Content	Create and update Content workspaces
Add Users to Workspaces	Add users to workspaces
Chatter Feed Settings (org wide)	Create and update Chatter feed settings
Chatter Groups ¹	Add users to Chatter groups
Search Settings	Create and update search settings
Ideas Settings	Create and update ideas settings
Answers Settings	Create and update answers settings
Mobile	
Mobile Configurations	Create and update mobile configurations

Administration Services excludes the initial implementation of Salesforce, data migrations, data management or manipulation (de-duping, merging, cleansing), copy from one org/object to another, Flow, AppExchange installs/uninstalls/customization, VLOOKUPS and custom code.

¹Customer provides data in Salesforce-specified CSV format.

²Excludes custom code.

³Excludes use of Force.com pages (Visualforce), JavaScript, or parameter passing through URL.

⁴Includes creation of templates; HTML email content provided by customer.



For more information:

Contact your account executive to learn how we can help you accelerate your CRM success.

Corporate Headquarters

The Landmark @ One Market
Suite 300
San Francisco, CA, 94105
United States
1-800-NO-SOFTWARE
www.salesforce.com

Global Offices

Latin America +1-415-536-4606
Japan +81-3-5785-8201
Asia/Pacific +65-6302-5700
EMEA +4121-6953700