Premier Success Plans

salesforce cloud services

Maximize Your Salesforce ROI

Customer success is a top priority at Salesforce and every customer gets a Standard Success Plan for online guidance, support and training. However, our most successful customers take advantage of our Premier Success Plans and achieve up to an 80% higher return on their Salesforce investment.

✔ Drive Salesforce adoption

✔ Increase user productivity

✔ Speed your deployment

Premier Success

Premier Success provides 1:1 engagements with Salesforce experts and fast 24x7 access to expertise so you can reach the summit on your Salesforce Journey.

Guidance:

Exclusive access to success programs and 1:1 engagements through Accelerators & success managers to provide you with best practices, adoption strategies, proactive recommendations, and release readiness.

Support:

Get fast access to our most skilled technical resources via 24x7 phone or chat support. Whether you have how-to questions, technical issues, or need developer support when building custom applications, we give you fast, expert answers.

Training:

Grow your team of Salesforce experts with on-demand training for administrators, developers, and end users. Build in-house Salesforce expertise and earn your Salesforce certification with our guided certification journey that includes certification prep courses and practice exams.

Premier+ Success

The Premier+ Success Plan has all of the benefits of Premier, plus an expanded catalog of Premier+ Accelerators, Premier+ Configuration Services, and Certification Practice Exams.

Comparison Matrix

FEATURES	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]
Trailhead and Online Getting Started Training	✓	✓	✓
Guided Online Journeys Interactive Events - "Circles of Success" Success Communities	✓	✓	✓
24/7 Phone and Chat Support		✓	✓
Premier Developer Support		✓	✓
Access to Success Managers		✓	✓
Access to Accelerators		25+	90+
Premier Apps		✓	✓
Premier Online Training Catalog (100+ titles) Certification Preparation Courses		✓	✓
Certification Practice Exams			✓
Configuration services to update your Salesforce solution[5]			✓

1. Severity 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
2. Excluding holidays
3. 24/7 Severity 1 and 2 coverage includes weekends and holidays
4. Severity 3 and 4 target response times include local business hours only and exclude weekends and holidays
5. See LINK for list of Configuration Services

Premier Accelerators

Overcome your business challenges, achieve greater ROI, and reach success faster with Accelerators. These 1-on-1 coaching sessions with Salesforce experts help you take advantage of the newest features, drive adoption, and increase your team's productivity.

Here are a few top Accelerators below, and our extensive Accelerator library LINK has something for every role and every cloud.

ACCELERATOR	DESCRIPTION OF ACCELERATOR	HOW WE HELP
Sales Cloud Adoption	Help your sales team reach their sales goals faster and get the most out of Sales Cloud.	Learn how to drive long term adoption, analyze how you currently use Sales Cloud, and get recommendations for increasing sales rep productivity and effectiveness.
Salesforce Utilization Scorecard	Get a view of the health of specific parts of your org, so you can plan for larger initiatives.	Learn how to generate a scorecard for adoption, utilization, and key configuration topics. Get a view into what's working, and get recommendations for how to resolve specific challenges.
Service Console Design	Enable your agents to quickly access key data and case resolution tools.	Learn how to create a customized Service Cloud console interface
Journey Builder Base	Plan, personalize, and optimize customer interactions.	Our experts will help you configure personalized customer journeys that elevate experiences and drive conversion rates.

Premier Apps

With Premier, you have access to exclusive apps built and supported by Salesforce to help you increase adoption and maximize your productivity.

Here are a few top Premier Apps, and the complete list of apps can be found in this LINK.

PREMIER APP	APP DESCRIPTION
Standard Feature Finder	· Quickly identify current and historical release features that matter to you and your stakeholders. Export your results as a list to help drive feature adoption.
Field Footprint	· Increase performance and streamline redundant fields by analyzing a field's relative usage, validation rules, and calculations across objects and records
Limits Monitor	· Get a clear view of your technical limitations and stay in front of potential issues with real-time tracking and configurable notifications delivered directly to your phone.

Premier Developer Support

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

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).

SUPPORT CATEGORIES	PREMIER DEVELOPER SUPPORT TASKS
Force.com code (Apex) and Force.com pages (Visualforce)	· 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	· Salesforce error message troubleshooting · SOAP message capture and review · Web Services API best practices and recommendations
Salesforce-supported Developer Toolkits (AJAX, Force.com migration, Force.com IDE, etc.)	· Salesforce error message troubleshooting · Toolkit best practices and recommendations
Custom AMPscript and SQL code review	· Review one block/layer of AMPscript code · Review query activity for up to two tables using JOIN syntax

Premier+ Configuration Services

Configuration Services, included with the Premier+, gives you access to Salesforce certified experts to help maintain and update your Salesforce instance. Extend your team's capacity by accessing over 100+ Configuration Services.

✓ Request 100+ routine configuration updates like creating users, reports, workflows, and dashboards

✓ You provide your configuration requirements, and our team of certified experts will complete the tasks

Here are few top Configuration Services below, and for a complete list of Configuration Services access this LINK

CONFIGURATION CATEGORIES/TASKS	DESCRIPTION OF CONFIGURATION TASKS	HOW WE HELP
SETUP AND CUSTOMIZATION		
Custom & Formula Fields	Create and update custom fields, assist in creation and modification of formula fields	Get started quickly by having our experts create your custom and formula fields for you
Workflows & Approvals	Create and update workflow rules, workflow approval processes, tasks, alerts, and field updates	Get started faster with our experts creating your workflows and approval processes
Data Extensions for Marketing Cloud	Create data extensions with fields and data types	Facilitate sending or data storage
Account Settings for Marketing Cloud	Review account settings within Administration	Ensure proper configuration & customize settings
DATA MANAGEMENT		
Data Import	Import records, provided by customer in formatted CSV file	Get started with your products faster by having our experts upload your data for you
Duplicate Management	Assist in creation and modification of duplicate management rules as necessary	Save time by reducing data quality errors and removing duplicates
ANALYTICS		
Dashboards	Create and update dashboards as necessary	Generate Dashboards with customer instructions.
Report Builder	Assist in creation of reports as necessary	Create reports from customer instructions