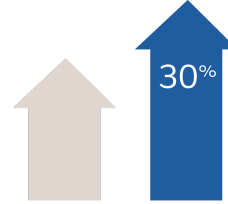




# PREMIER SUCCESS PLAN

## SPECIALIZED GUIDANCE TO HELP YOU GET THE MOST OUT OF SALESFORCE

Customer success is a top priority at Salesforce. That's why we created the [Premier Success Plan](#) to help you realize value from your Salesforce technology quickly. With features like specialized guidance, expert coaching, and 24x7 support with faster response times, we'll help you confidently deploy your business innovations and boost productivity.



Customers with Premier see 30% more value from Salesforce annually

### Realize value faster with guidance and support driven by Salesforce experts

To get the most out of your investment in Salesforce, the Premier Success Plan provides technical guidance and support through programs built and led by world-class experts at Salesforce.

Realize value from day one	Deploy new innovation and capabilities with confidence	Boost productivity and keep your vision on track
Learn via expert coaching sessions and training opportunities exclusive to Premier customers. Hit the ground running and skill up your team on the functionality that matters most to you.	Receive personalized insights and technical guidance directly from Salesforce experts who specialize in clouds, industries, and customer needs.	Get faster response times with 24x7 technical support to mitigate disruption. Learn how to put Salesforce capabilities to work for your team and grow productivity.

“

I consider having Premier Success like having an extra team member.

ALEX GLADSTONE  
SALESFORCE ADMINISTRATOR, ECOBEE

”

### Demonstrated practical value from customers with Premier Success

Salesforce customers in a range of industries have realized the value of engaging with experts through Success Plans. Here are some of the ways companies have leveraged these plans to accelerate time to value.

<p>“</p> <p>Premier Success is something that we should've had from the start because it's been very helpful. It's a way to get more done faster.</p> <p>AMY LARION DIRECTOR OF BUSINESS SYSTEMS, CHOWNOW</p> <p>”</p>	Boost productivity	Improve the customer experience
	<ul style="list-style-type: none"> <li>Learn to automate routine tasks</li> <li>Make internal IT resources available for other critical technology initiatives</li> <li>Improve business insight with robust reporting and analytics</li> </ul>	<ul style="list-style-type: none"> <li>Decrease average support call wait time</li> <li>Implement fast, scalable, best-in-class mobile experiences out of the box</li> <li>Forecast the likelihood of renewals and upsell and cross-sell opportunities</li> </ul>

## Compare Success Plans and Top Features

		Standard	Premier	Signature
Self-Guided Resources	Trailhead, Help Portal, Community, Success Center, Recommendation Maps	✓	✓	✓
Support	Technical	Online case submission Response: 2 days, 12/5	Access 24/7/365 Response: 1 hr business-stopping issues Online case submission, chat, phone	Access 24/7/365 and 911# Response: 15-min and 30-min updates for business-impacting issues
	Developer		Custom Code Troubleshooting	Custom Code Optimization Pre-production Guidance & Support
Specialized Guidance	Trailhead Academy Public Classes & Bulk Certifications		25% discount	35% discount
	Expert Coaching for Onboarding & Implementation		✓	✓
	Expert Coaching for Adoption & Optimization		✓	✓
Insights	Salesforce Maturity Assessment		✓	✓
	Health Checks & Recommendations		✓	✓
Proactive Services	24x7 Proactive Monitoring			✓
	Early Alerts & Remediation			✓
	Annual Technical Health Reviews (e.g., Code, Security, Performance)			✓
Account Management	Technical Account Management			✓
	Key Event Management			✓

### For More Information

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

1-800-NO-SOFTWARE  
www.salesforce.com