

Partner Success Plans

We place great value on your success as a Salesforce partner. That's why we're committed to supporting your business with our Partner Success Plans, which include a range of services to help answer your questions, resolve your technical issues, and get your solutions and apps to market quickly.

Partner Premier Success

When you need help on implementing solutions and/or applications, Partner Premier Plan gives you direct access to expert technical resources allowing you to go to market faster. Benefits of Partner Premier Plan include:

Continuous coverage:

24/7 global phone and online support.

Fast response time:

Within 1 hour for critical issues.

Assigned Success Manager:

Understands your business, projects and issues, proactive case management and technical best practices.

Developer support:

Error-related troubleshooting and code analysis, plus best practices to help you build apps and solutions on the Force.com platform.

Success review:

Analyze case trends, escalations and your overall experience to ensure you're receiving the full value from your Partner Premier Success subscription.



Partner Standard

Our Partner Standard Success Plan includes access to self-help resources and the ability to log cases for functional and technical issues via the Partner Community. Responses to cases are provided within 2 business days, during local business hours.

Technical Support Case Packs

Technical support case packs provide a transactional Partner Premier support experience and are provided as a benefit of our Consulting, AppExchange, and Cloud Reseller partner programs. The number of cases allocated varies by program enrollment and is determined by assigned tier(s) at start of program year.

Partner Developer Support

If you are a partner who needs direct access to our developer support experts in addition to the Partner Standard Success Plan, you can purchase a Partner Developer Support Plan to get support on difficult technical issues.



Compare Partner Success Plan Offerings

Use the following table to get details on the benefits provided with the Partner Success Plans.

	PARTNER STANDARD	TECHNICAL SUPPORT CASE PACKS	PARTNER DEVELOPER SUPPORT	PARTNER PREMIER SUCCESS
Best Suited for	Simple / Declarative Non-Mission-Critical Apps / Solutions	Complex App or Solution in Development and/or In-Market, Mission Critical Apps	Complex Apps in development or Platform Solutions	Complex App or Solution in Development and/or In-Market, Mission Critical Apps
Developer Support		✓*	✓ (20 cases)**	✓
Support initial response time	2 business days	Severity 1: 1 hr Severity 2: 2 hrs Severity 3: 4 hrs Severity 4: 8 hrs	2 business days	Severity 1: 1 hr Severity 2: 2 hrs Severity 3: 4 hrs Severity 4: 8 hrs
Partner Program cases (Trialforce, Partner training and Community login)	2 business days	2 business days ✓	2 business days	1 business day***
Default Support Tier	Tier 1	Tier 1	Tier 2 for Developer Cases Only	Tier 2
24/7 toll-free phone support				✓
Designated Success Manager				✓
Partner Premier Success Review				✓

Partner Premier Success is an annual contract, monthly payment option available

*Number of Premier cases available varies by SI / ISV Partner Program Tier

** One time subscription, any remaining cases upon expiration may not be transferred or credited. Additional Dev Support requires PPS

*** Partner Program cases do not cover inquiries related to orders, licensing, or cancellations

Developer Support Features

FEATURES	Developer Support
Force.com code (Apex), Force.com Pages (Visualforce), & Lightning	<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

Signing Up is Easy

If you decide to purchase a Partner Success Plan, please log a support case via the Partner Community. You can also contact your Partner Account Manager to discuss the services offered by our Partner Success Plans and determine which is best for you.

