

# SALESFORCE SUCCESS PLANS

## REALIZE VALUE FASTER WITH EXPERT GUIDANCE AND SUPPORT

Customer success is a top priority at Salesforce. That's why we offer [three different Success Plans](#) to meet your unique business needs.

Developed from more than 21 years of proven best practices, our Success Plans are designed to help you turn your business vision into business value. Whether you're looking for high-touch service or a self-guided plan or something in between, we have a plan that will put you on the path to success.

### Three Success Plans to choose from

The world's #1 CRM offers three Success Plans for your business to choose from: Standard Success, Premier Success, and Signature Success. All of them provide guidance and support from world-class experts at Salesforce.



Standard Success	Premier Success	Signature Success
Included with all Salesforce products, the Standard Success Plan helps you achieve your goals with self-guided resources and access to 12/5 tech support.	Get more out of your Salesforce technology. This plan provides value through specialized guidance, expert coaching, and 24/7 support with faster response times, plus everything in Standard Success.	Maximize your business value. This plan adds to the benefits of the Standard and Premier plans with an assigned Technical Account Manager, proactive services, our fastest issue resolution, and more.

### Demonstrated practical value from customers with Success Plans

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.

Boost productivity with Premier	Innovate and launch new products fast with Signature
<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>Adopt new features and functionality through advanced knowledge of Salesforce releases</li> <li>Implement complex solutions by relieving technical debt</li> <li>Supercharge adoption by eliminating technical and communication silos</li> </ul>

“ I don't know what I would do if the Trailblazer Community didn't exist. It takes a village. ”

JLL  
SALESFORCE ADMINISTRATOR

## Compare Success Plans and Top Features

		Standard	Premier	Signature
Self-Guided Resources	Trailhead, Help Portal, Community, Success Center	✓	✓	✓
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
	Personalized Success Paths		✓	✓
	Expert Coaching for Onboarding & Implementation		✓	✓
	Expert Coaching for Adoption & Optimization		✓	✓
	Ask an Expert Office Hours		✓	✓
Insights	Business Value Reviews		✓	✓
	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