

Certinia Managed Service

More than support. More than admin. Your outsourced Certinia team.

Most Managed Services keep the lights on. Ours pushes your business forward. While traditional managed services focus on ticket resolution, ours is built to continuously improve your Certinia platform, drive adoption, enhance processes, and ensure you never fall behind on releases or best practice.

This is not a standard support contract - it's a strategic partnership.

Why Choose Xenogenix?



Strategic enablement, not ticket-taking

Prevent issues, optimise processes, and spot opportunities. Xenogenix don't just support Certinia, we help Certinia support your business.



Release management that keeps you ahead

Test new features, validate impacts, enable improvements, and keep your org future-ready.



Continuous optimisation built into every plan

Run ongoing reviews, enhancements and system tuning across any Certinia product. This means your system gets better every month.



A proactive roadmap, not reactive firefighting

Regular account reviews where Xenogenix identify bottlenecks, spot missed opportunities and align Certinia with processes. You get direction, not just answers.



Real consultants - not generic support agents

Every request is handled by skilled consultants. This isn't a helpdesk. It's access to senior Certinia expertise on demand.



Faster response when it matters

2-hour, 4-hour or 1-day SLAs depending on your plan. Not just fast response - priority escalation by people who can actually fix the issue.

Certinia Managed Service Benefits

Confident, empowered users

Training + quick support = fewer mistakes, faster adoption, better outcomes.

Higher ROI, every month

Continuous enhancements ensure your Certinia system keeps delivering increasing value — not decaying over time.

Predictable cost, scalable support

Choose Bronze, Silver or Gold levels with clear hour bundles and SLAs.

Low risk releases

Because experts validate every change before it hits production.

A platform that grows with your business

As processes evolve, we realign Certinia so your system never falls out of sync with reality.

Managed Service Levels


BRONZE

- ✓ Admin & Configuration
- ✓ Change Requests
- ✓ Problem/Issue Resolution
- ✓ Case Portal Access
- ✓ User Support & Education
- ✓ Consultancy
- ✓ Monthly Account Reviews
- ✓ Response SLA - 1 Day

Minimum 8 Hours Per Month


SILVER

- ✓ Admin & Configuration
- ✓ Change Requests
- ✓ Problem/Issue Resolution
- ✓ Case Portal Access
- ✓ User Support & Education
- ✓ Consultancy
- ✓ Process Documentation
- ✓ Roll Over Hours
- ✓ Monthly Account Reviews
- ✓ Response SLA - 4 Hours

Minimum 16 Hours Per Month


GOLD

- ✓ Admin & Configuration
- ✓ Change Requests
- ✓ Problem/Issue Resolution
- ✓ Case Portal Access
- ✓ User Support & Education
- ✓ Consultancy
- ✓ Development
- ✓ Certinia Product Upgrade
- ✓ Process Documentation
- ✓ Roll Over Hours
- ✓ Weekly Account Reviews
- ✓ Response SLA - 2 Hours

Minimum 32 Hours Per Month

Supported Applications

Although this managed service is Certinia-focused, we can support your entire Salesforce ecosystem across all covered applications

Vendor	Application
	Sales Cloud Service Cloud Revenue Cloud (CPQ & Billing) Agentforce Revenue Management (RCA/RLM) Field Service MCAE (Pardot) Experience Cloud Analytics
certinia	PSA Services Estimator (SCPQ) Accounting Billing Central Revenue Management Spend Management OIM (OPI/SCM)
	Composer Contracts Sign