

Technical assistance & database support

Each level of support includes:

- Ongoing Salesforce admin and system support
- Structured weekly support hours
- Regularly scheduled meetings
- Clear prioritization and request management
- Annual review of scope and pricing
- Searchable and accessible documentation



SWEET GRASS
CONSULTING

1 Advisory support

\$16,800 annually
2 hours/week (8 hours/month)

Designed for organizations who need steady system maintenance and light optimization. Best for teams with an established Salesforce system who require a low level of admin and troubleshooting support. If you've already identified an internal "power user" who only needs occasional assistance, this is the service for you.

Key features include:

- 2 dedicated service hours per week
- Regularly scheduled check-in meetings
- Access to online documentation and SOP resources
- Ongoing system stabilization and incremental improvements

2 Strategic support

\$21,000 annually
2.5 hours/week (10 hours/month)

Created for organizations seeking system support, a concrete partnership, and help with reporting. This service will help you use Salesforce data for active storytelling, impact communication, and funder reporting. Best for teams with limited Salesforce capacity who require additional support for monitoring and stewardship.

Includes key features of Advisory Support plus:

- An additional 30 minutes per week (2.5 hours/week total)
- A one-page marketing flyer based on available data reports and dashboards
- Regular monitoring of data accuracy and system usage

3 Embedded support

\$29,400 annually
3.5 hours/week (14 hours/month)

Built for organizations who rely heavily on Salesforce for performance management, reporting, and external communication. Best for teams who need a hands-on, proactive partner to help refine data quality, improve performance reporting, and develop long-term system strategy.

Includes key features of Strategic Support plus:

- An additional 1 hour per week (3.5 hours/week total)
- Data entry and importing support
- A comprehensive, 2–3-page impact report based on available reports and dashboards
- Recommendations for future system use and roadmap planning