Plan (Support Process) → Identify (Projects) → Select (Team) → Transition (Project) → Monitor (Projects)
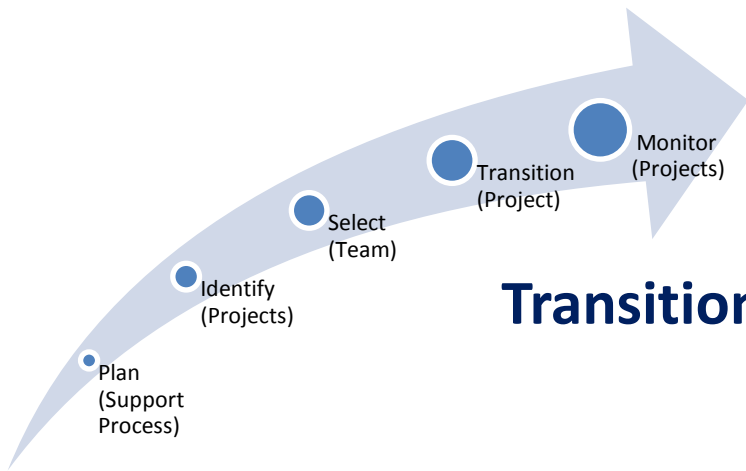
Salesforce.com Support

Transition your Salesforce.com Support

DhruvSoft offers cost effective, high quality Salesforce.com support services either from offshore location in India or at your office through dedicated resources. Our Salesforce.com consultants can support Salesforce.com CRM - Sales / Service Cloud or Force.com applications for any size of business.

We can help you deliver your projects while you focus on managing your core business. Our consultants can deliver helpdesk support, admin support, developer support, enhancements, migrations and upgrades on Salesforce.com / Force.com from Offshore location – saving you over 60% in development cost and resource flexibility.
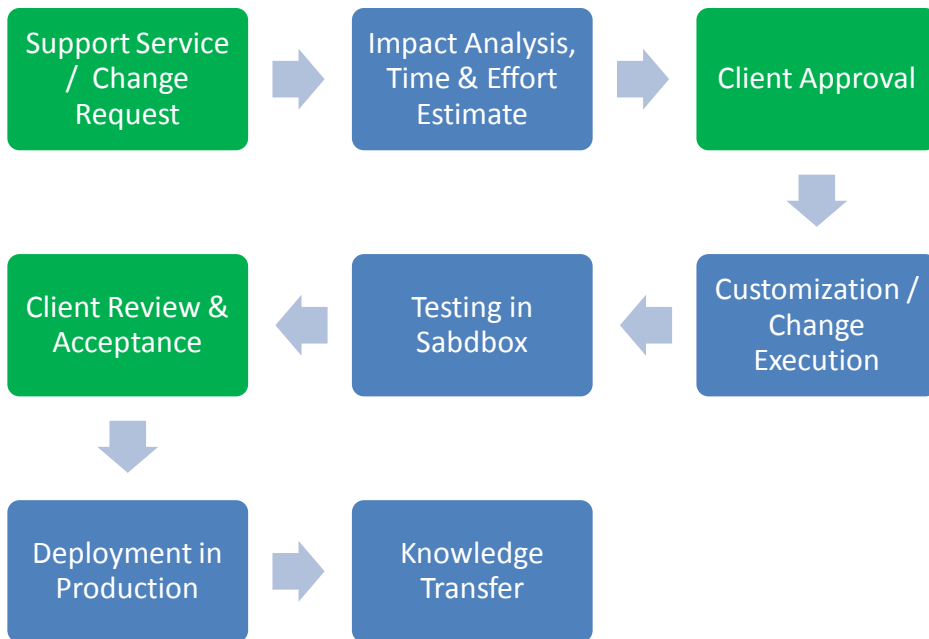
We offer three engagement models for **Salesforce.com Support Services** so that your company can realize effective savings in a short time as per your needs

Fixed price Model Pricing	Time & Material Pricing	Dedicated Team
• Milestone based pricing • Onsite / Offsite	• Effort based Billing • Onsite / Offsite	• Dedicated Team • Onsite / Offsite

Save over 60% of support cost in your next Salesforce Project ...

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┌─────────────────┐     ┌─────────────────┐     ┌─────────────────┐
│ Support Service │ ──▶ │ Impact Analysis,│ ──▶ │ Client Approval │
│    / Change     │     │  Time & Effort  │     │                 │
│     Request     │     │    Estimate     │     │                 │
└─────────────────┘     └─────────────────┘     └─────────────────┘
                                                          │
                                                          ▼
┌─────────────────┐     ┌─────────────────┐     ┌─────────────────┐
│ Client Review & │ ◀── │   Testing in    │ ◀── │ Customization / │
│   Acceptance    │     │    Sabdbox      │     │     Change      │
│                 │     │                 │     │   Execution     │
└─────────────────┘     └─────────────────┘     └─────────────────┘
         │
         ▼
┌─────────────────┐     ┌─────────────────┐
│ Deployment in   │ ──▶ │    Knowledge    │
│   Production    │     │    Transfer     │
└─────────────────┘     └─────────────────┘
```

Service Capability

- Salesforce.com Helpdesk
- Salesforce.com Administration
- Enhancements & New features Implementation
- Review of existing implementation
- Force.com Development (Visualforce & Apex)
- Customer Portal / Partner Portal
- Force.com Sites, Communities
- Site.com
- Development Support
- Data Cleansing, De-duplication, Data upload

Industry Expertise

- Advertising & Media
- Education
- Financial Services
- Manufacturing
- Non Profits
- Professional Services
- Pharmaceutical
- Medical Devices
- Telecommunications

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