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## Pre-paid Administration & Consulting

**AAkonsult can offer fully qualified and knowledgeable Salesforce.com expertise when you need it. Free up your staff and let us manage your Salesforce.com application.**

We understand that it takes time to get up to speed with new systems. It takes time to maintain them and to keep up-to-date with new releases.

We know that system ownership is the key to successful adoption. Our Pre-paid Administration & Consulting service ensures the system is in continuous use and will assist and train your staff to understand how it can help them operate more efficiently. Our ongoing support provides the ideal way to use Salesforce.com to ensure your ongoing success.

Keep the momentum going with your initial implementation, ongoing adoption and a return on your Salesforce.com investment. AAkonsult has many years of experience in best practice, exceptional Salesforce.com knowledge and dealing with more than 130 customers.

AAkonsult Pre-paid Administration & Consultancy includes:

### Administration:

- Reports, dashboards
- Workflows
- Page layouts, updates to fields,
- User setup, profiles

### Training:

- Training and coaching to help get you up to speed
- Help with tip-sheets
- Refresher training

### Best practices:

- Configurations to best practice standards
- Advice on best practice, motivation and adoption
- Coaching of features/functions of salesforce.com that could provide more value to your organisation



Jeff Challis, Principal Consultant and Director, initiated AAkonsult Pty Ltd in October 2009 offering Salesforce.com consulting and development services to businesses located in the southern hemisphere (Australia & New Zealand).

## Getting started...

**To kick start your Pre-paid Administration and Consulting pack, AAkonsult will come, free of charge, for one hour to understand your current setup, needs and existing business processes.**

## Terms and Conditions

### AAkonsult Pty Ltd

1. Pre-paid Administration & Consulting service provides blocks of 8 hours per month that you can access our fully qualified and experienced consultants for the tasks that you need.
2. AAkonsult Pty Ltd will respond to queries within 24 hours. Work requests that are less than 2 hours duration will be completed within 5 business days.
3. Email replies consume a minimum of 15 minutes. Phone calls consume a minimum of 30 minutes.
4. The customer will be notified when approaching 7 hours of use and have the option of purchasing another 8 hour block for the current month period. There can only be a maximum of two 8 hour blocks per month, after that consulting time will need to be purchased.
5. There will be periods during the year where AAkonsult's offices will be closed. Advanced notice will be given of these closure dates so that customer can make their requests around these times. The normal response times/confirmations times will not apply during these periods.

### The Customer

1. A commitment to a minimum of three 8 hour blocks is required if not purchased with at least one day full consulting.
2. Payment must be received up front.
3. Pre-paid usage hours are topped up on the following month on the same day of the month. For example, if subscription to Pre-paid Administration & Consulting were to first start on the 10 February 2010, the expiry of those pre-paid hours would be on the 9 April 2010 and a new 8 hour block allocated on the 10 April 2010.
4. For all onsite visits, a minimum duration of 3 hours is required and will need to be booked in advance. If appointments are cancelled or postponed within 48 hours of scheduled time then the appointment time will still be deducted from monthly allowance.
5. The customer can access a maximum of 2 hours per week unless there is a prior booking.
6. Unused hours per 2 months are forfeited and cannot be rolled over.
7. The Pre-paid Administration & Consulting period does not commence until all other invoices are settled.