



Relationship
UNLIMITED

Relationship unLimited Customer and delivery engagement Model

At Relationship Unlimited, we are a next generation services agency dedicated to building and supporting world-class digital solutions on the Salesforce platform. We helped pioneer cloud consulting in New Zealand and we aren't stopping there. Fifteen years later, we're still passionate about bringing continuous innovation to companies of all sizes.

Experience led, design driven, agile delivered.

We serve a community of future-focused leaders through end-to-end capabilities and an AGILE, results-oriented methodology.

Assess

Customer X starts discussing their Salesforce requirements with Relationships unLimited (RUL).

RUL sends the Customer our capability model and Letter of Engagement (LoE)

The customer agrees / signs the RUL "Letter of Engagement" (which is T&M conditions to understand/assess their requirements).

RUL completes the on-boarding process and creates a Customer Harvest budget (which is T&M) and JIRA project.

RUL conducts analysis and investigation of the Customers requirements.

At the end of the Assess Phase, a Statement of Work (SoW) is issued.

Transform

The SoW is signed and RUL can start on the requirements.

The Customers Harvest budget is updated and JIRA with the agreed SoW estimates.

RUL assign development team and roles (Tech Lead)

Eternus updates JIRA tasks as per the Sow and creates Kanban Board.

Within the Transform Phase, Relationship unLimited will work with the Customer on defining the Sprints from the SoW requirements. implement.

RUL will establish the Project Stand-ups, review project status reports and appropriate progress approvals/check-points.

Communicate via JIRA on progress of Sprints RUL to develop and complete the Sprints requirements.

Operate

The Operate Phase is the final delivery of the configured / intergrated instance to the Customer and includes warranty support, final review of business processes and reporting (i.e providing the reporting tools to empower the Customer to success).