



Salesforce Managed Services Packages

Whether it's user management, security settings, database maintenance, product implementation or reporting, **we can help.**

PK Package

With every project, we realize it takes more than technology to drive real change. You have to identify the problem areas, create repeatable, scalable processes and most importantly, get your people trained and on board.

At PK, we've got 10+ years of experience in Salesforce and Automation consulting and custom development. Our experts can offer the stability, scalability, experience and holistic approach your company needs with a boutique, personal touch that ensures you're never a number.

We've perfected our approach and methods with every new client and we know where companies are likely to stumble. Let PK guide you around those pitfalls, around common hurdles and on to success with the knowledge we've gained over years of experience and hundreds of happy clients.

PK Managed Services

PK Managed Services provide ongoing admin. or development support. This package is well suited for clients needing to augment their inhouse capabilities in Salesforce or custom development. Our services fill the gap by assigning a dedicated virtual admin. or by adding a full time consultant to your team through staff augmentation. Managed services packages begin at 100 hours to be used within 90 days.

Sales Cloud/Service Cloud/Salesforce CPQ

- ✓ **Discovery:** A dedicated consultant will conduct an analysis of your org, reviewing integrations, custom objects and the overall data structure.
- ✓ **Support:** A virtual admin will be available to handle requests related to standard object configuration, reports and dashboards, or more complex items like building Process Builders and Assignment Rules. By working with the same individual, you can trust that the nuances of your org are already understood.
- ✓ **Integrations:** Make changes to an existing integration with a third-party application, broadening the scope to include more data or resolving technical issues.
- ✓ **Custom Objects:** Build custom objects, Lightning Components or Triggers for additional functionality, or automate business processes.

- ✓ **Experience:** Consultants are Salesforce Certified in Sales Cloud, Service Cloud or Salesforce CPQ.
- ✓ **Staff Augmentation:** A certified Sales, Service or CPQ consultant will join your team full time (6 mo. minimum).

Pardot/Marketing Cloud

- ✓ **Discovery:** A dedicated consultant will begin with a deep-dive analysis of your marketing automation strategies and system usage.
- ✓ **Support:** Your assigned consultant can assist with building complex nurturing series through Engagement Studio or Journey Builder, designing responsive Email Templates and Landing Pages, tracking marketing ROI through Salesforce Campaigns and much more.
- ✓ **Experience:** Consultants are Salesforce Certified in Pardot or Marketing Cloud and have executed implementations, worked as end users or lead marketing automation transformations in the past.
- ✓ **Staff Augmentation:** Certified consultant will join your team full time (6 month minimum).

Custom Applications

- ✓ **Discovery:** A dedicated developer will review your application's features, code, integrations and data structure.
- ✓ **Support:** Your assigned developer will update functionality based on user requests, troubleshoot technical issues and manage integrations.
- ✓ **Release Management:** Changes can be deployed through single-item updates or through a larger release.
- ✓ **Experience:** Developers have prior experience building or maintaining Heroku, .NET, or Salesforce Platform applications.
- ✓ **Staff Augmentation:** Add a full time developer to your team (6 mo. minimum).

