



Salesforce Services from Rackspace Technology

Quickly adopt new customer success practices based around Salesforce.

Salesforce Centers of Excellence from Rackspace Technology have a history of delivering and optimizing Salesforce solutions for over 7 years, serving over 1,300 customers to date through more than 2,700 separate engagements.

Engaging customers in a distinct **Process First. Technology Second.**® manner, Rackspace Technology focuses at the onset on understanding your customer relationship management challenges and developing a solution that delivers your desired outcomes.

As a Salesforce Premier Partner with over 150 experts and more than 500 certifications, Rackspace Technology collaborates with customers to understand what is holding them back, whether it's issues they are experiencing in their sales cycle or their customer service. Then they help them identify solutions and determine the best way forward to yield maximum benefit.

Available Solutions

Rackspace Technology offers customer success solutions using the following Salesforce software-as-a-service clouds:

- Sales Cloud
- Marketing Cloud
- Configure, Price & Quote (CPQ)
- Pardot
- Service Cloud
- Einstein Analytics
- Field Service Lightning (FSL)
- Community Cloud
- Integration



Implementation

Implement a solution to enhance your business.



Integration

Integrate Salesforce with internal and third-party systems.



Development

Extend Salesforce's functionality with custom development.



Managed Services

Ongoing, tailored services to evolve with your business needs and solution.

About Rackspace Technology™

Rackspace Technology is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2020 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 2,500+ cloud professionals
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 120+ countries
- Over 500 Salesforce certifications worldwide
- Salesforce cloud expertise
 - Sales and CPQ
 - Service and FSL
 - Communities
 - Analytics
 - Integration
- Over 100 CPQ projects successfully delivered
- 1,300+ Salesforce customers
- 2700+ Salesforce engagements

The Rackspace Technology Advantage

Rackspace Technology takes a **Process First. Technology Second.**® approach to customer engagements, to understand your business goals before architecting a solution.

They've also identified that there are some aspects that are core to every project. To help you take advantage of the Salesforce solutions more quickly than you can with custom statements of work, Rackspace Technology has developed product bundles to help speed up the process for you.

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

Salesforce Packages from Rackspace Technology

The process of accurately and precisely determining new CRM requirements and developing a solution and plan of execution can be daunting. That's why Rackspace Technology has created a range of packages that enable customers to quickly adopt new customer success practices based around Salesforce.

Package Type	Customer Situation
Discovery Workshops	For customers needing assistance to scope requirements, budgets, solution options and a high-level implementation program.
Quick Start Packages	For customers that need just the basics, with no customization — and need it yesterday.
Solution Packages	Easy-to-quote packages meeting a range of price points for varying levels of complexity.

Discovery Workshops

A Rackspace Technology Salesforce Discovery Workshop is an evaluation of the current state including a thorough analysis of people, processes and systems followed by a set of high-level recommendations.

Quick Start Packages

Designed as entry-level solutions for small businesses or for larger organizations that want to evaluate Salesforce, the Quick Start packages are available on Sales Cloud, Service Cloud or Community Cloud and will have you up and running quickly. It's a package that can be implemented quickly and effectively with sales and customer support teams, yielding an immediate impact on your business.

Solution Packages

Silver to Platinum and Custom Solution Packages from Rackspace Technology are for customer situations that demand more complex solutions. They are available for Sales Cloud, Service Cloud, CPQ and FSL. Offering increasing levels of capability and sophistication, these solutions leverage the Rackspace Technology team's extensive experience and help customers quickly introduce new transformative ways of working into their business.

Rackspace Technology packages offer customers a range of options for adopting a variety of Salesforce solutions, but they all come with expert certified guidance and support.

For more information on Salesforce Packages from Rackspace Technology, please refer to the relevant Rackspace Technology data sheet.

Let's talk about how Salesforce Packages from Rackspace Technology helps you achieve your goals.

Learn more: www.rackspace.com/salesforce

Call: **1-800-961-2888**