

Salesforce Community Cloud SmartStart

Quick, affordable, fixed-price Salesforce community implementation

Our Salesforce Community Cloud SmartStart is a comprehensive end-to-end packaged implementation service. We will ensure Salesforce communities is configured and customised so it maps tightly to your unique business needs and your people are properly trained to use the system.

Xenogenix SmartStart implementations are delivered by experienced and accredited Salesforce Consultants. With a predefined scope of work, the SmartStart service allows organisations to start realising the benefits of communities as quickly as possible.

Why use a SmartStart Package?

- Fixed price engagement with a clearly defined scope and set of deliverables
- Guidance and expertise on how to best leverage Salesforce to support your business processes and avoid costly mistakes
- Dramatic improvements in a short period of time
- Tailors communities to your unique organisational requirements
- Higher adoption rate due to instructor led training
- A road map to help your organisation meet its management needs
- Knowledge transfer and community best practices so that you can further optimise features on your own

Xenogenix improve the way people, processes, and systems work together via a single world-leading cloud platform, so that our customers can compete in a digital world.



What is included in the Community SmartStart?

STEP 1: Define business process and configuration requirements:

- Run Business Process and Requirements Workshop to understand community objectives
- Design Salesforce object configuration (Lead, Opportunity, Account, Contact etc. plus Custom Objects)
- Agree the requirements for the security sharing model,

STEP 2: Basic Configuration:

- Finalise solution design and review
- Configure standard components for standard and custom object pages
- Configure styling and design of pages to match brand, including logos, fonts, colours and favicon
- Configure Knowledge articles and topics

STEP 3: Complete configuration:

- Set up the Security Model and Sharing Rules
- Configure community Profiles
- Implement custom pages agreed during the design (*up to 8 static pages*)

STEP 4: Solution review & prepare training materials:

- Walk through the application with sponsor and process owners, make minor adjustments as required
- Prepare training materials and content tailored to client's needs
- Create Chatter Group and upload training materials

STEP 5: User Training and Go Live:

- Full day on-site end user training (maximum group size of 10)
- System Go Live

After Go Live

When you need help to put the training into practice, we will be on-line ready to receive your help requests for the next 5 days free of charge.

To find out more about our Salesforce implementation services please contact us at:

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www.xenogenix.co.uk



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