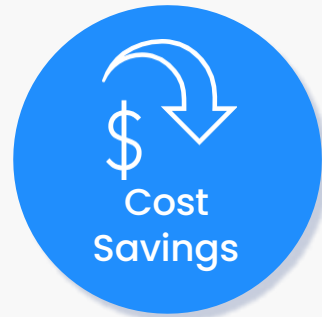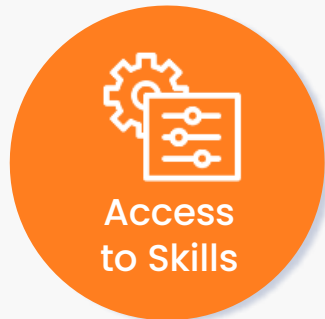# Services Focused on Achieving Full Solution Value and ROI

Optimize, maintain, and operationalize your application management strategy.
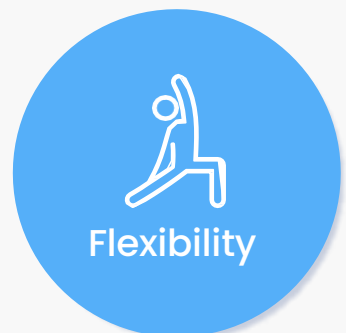
Cost Savings

Access to Skills

Higher ROI

Flexibility

diabsolut.com

Salesforce Managed Services

Diabsolut's Managed Services keep an organization's end-users and end goals front and center after a digital transformation. Our team of 210+ experienced practitioners utilize industry knowledge, best practices, and our Application Management Framework to provide:

- A Consistent Service Process
- Minimal Resource Changes
- The Ability to Predict Costs
- Flexibility to Adjust to the Unexpected
- Clear Paths of Escalation When Challenges Arise
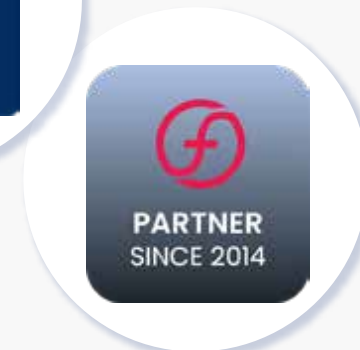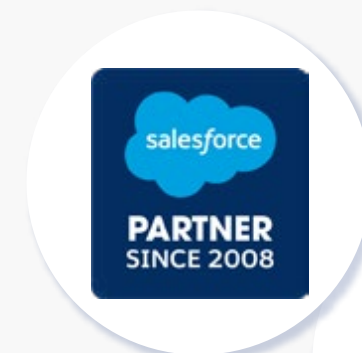
Delivering Long-Term Success

Regardless of an organization's needs or budget, our Managed Services delivery model allows our experts to simultaneously adjust application management strategy alongside technology as needed, to facilitate improved solution functionality and continuous improvement.

Offerings Include:

- Salesforce Managed Services
- Advisory Services
- FastTrack Services
- Implementation & Integration Services

Diabsolut's Customer Support

Our professionally experienced and accredited customer success managers work one-on-one with an organization's internal project team, and are backed by service level agreements to ensure outstanding support. Assistance is always available during our clients' business hours, with a mix of onshore and offshore operations to keep costs down.

salesforce
PARTNER
SINCE 2008

PARTNER
SINCE 2014

Our Managed Services Options

Services	Basic	Standard	Premium
Appropriate For:	Smaller implementations with limited amount of code customization and/or changes required. **Minimum 60 hours a month.**	Implementations with a moderate level of custom code, integration and enhancement needs. **Minimum 100 hours a month.**	Large/global implementations with complex code or integration; dynamic environments with significant minor enhancement requirements. **Minimum 200 hours a month**
Scope of Work:	**Basic Level Work:** • User Administration • Reports & Dashboards • Configuration • Apex Defect Resolution • Data Loading	**Basic Level Work, Plus:** • Change/Requirements Review • Analysis & Clarification • High-Level & Detailed Design Development • Unit Testing & Deployment • QA/UAT Support • Defect Resolution	**All Basic & Standard Level Work, Plus:** • Additional work as needed, to fit the organization's specifications and needs.
Staffing:	**One Day Per Month:** • Onshore Support Manager **Five Days Per Month:** • Offshore Developer	**Two Days Per Month:** • Onshore Support Manager/ Business Analyst **Ten Days Per Month:** • Offshore Developer/ QA Analyst	**Five Days Per Month:** • Onshore Support Manager/Project Manager **Two Days Per Month:** • Onshore Technical Architect **Two Days Per Month:** • Onshore/Offshore Business Analyst • Onshore/Offshore Developer • Offshore QA Analyst

Standard term: 12 months; Unused hours available to be rolled over for one month. All hours expire at the end of the term of the agreement.

Manufacturing, Utilities & Energy

High Technology & SaaS

Media & Communications

Professional Services

Financial Services

Healthcare & Life Sciences

Education & Government

Travel, Transportation & Hospitality

Retail & Consumer Goods

salesforce **MANAGED SERVICE PROVIDER PARTNER**

Our Managed Services Product Expertise

- Revenue Cloud (CPQ and Billing)
- FinancialForce
- Sales Cloud
- Service Cloud
- Salesforce Field Service (SFS)
- Commerce Cloud (B2B, B2C)

- Marketing Cloud
- Marketing Cloud Account Engagement (Pardot)
- Industry Clouds (e.g., Manufacturing Cloud, Vlocity)
- Contract Management
- Education Cloud
- Experience Cloud

The Diabsolut Difference

At Diabsolut, we know the number of hours and resources a project needs can fluctuate, so we never charge for more than an organization has used. For example, our flexible utilization model lets hours transfer from a slow month to future months and future work when demand is higher.

Additionally, our team structure can support engagements as low as 60 hours per month, offering parallel work streams, multiple roles, and various skills for less than the cost of a single internal headcount.

Diabsolut Managed Services are constructed to ensure our customers not only succeed but thrive. Based on your individual needs, deliverables may include:

- Checkups
- Comprehensive Technical Best Practices Engagements
- Micro Projects
- Minor, Moderate, & Significant Enhancements
- Virtual Administration
- Incident / Problem Management
- QA as a Service

- Daily, Weekly, or Monthly Operational
- Success Plans
- Break / Fix
- Change Requests
- Seasonal Update Analysis & Improvements
- Deployment and Sandbox Management
- Operational Best Practices

Right Partner. Right Solution.

Diabsolut can help you meet your organizational, team, and customer needs in a simple, straight-for-ward process. We have decades of field service management, revenue, and business expertise. We will work collaboratively to ensure the project is not only the right-fit for your business, but helps drive you towards your goals for success.

diabsolut.com | info@diabsolut.com