



# Managed Services Packages





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	SCOPE	RESOURCES
<b>LEVEL 1</b> 20 hours per month	<ul style="list-style-type: none"> <li>Working sessions</li> <li>Roadmap strategy</li> <li>Establishing level of effort/design</li> <li>Execute backlog items</li> </ul>	<ul style="list-style-type: none"> <li>Client Success Manager</li> <li>Salesforce Administrator</li> <li>Solution Architect (as needed)</li> </ul>
<b>LEVEL 2</b> 40 hours per month	<ul style="list-style-type: none"> <li>Working sessions</li> <li>Roadmap strategy</li> <li>Establishing level of effort/design</li> <li>Execute backlog items</li> <li>Quarterly business reviews</li> </ul>	<ul style="list-style-type: none"> <li>Client Success Manager</li> <li>Salesforce Administrator</li> <li>Solution Architect (as needed)</li> </ul>
<b>LEVEL 3</b> 80 hours per month	<ul style="list-style-type: none"> <li>Working sessions</li> <li>Roadmap strategy</li> <li>Establishing level of effort/design</li> <li>Execute backlog items</li> <li>Quarterly business reviews</li> <li>Trainings</li> <li>Readiness planning</li> </ul>	<ul style="list-style-type: none"> <li>Client Success Manager</li> <li>Salesforce Administrator</li> <li>Solution Architect (as needed)</li> <li>Salesforce Developer (as needed)</li> </ul>
<b>LEVEL 4</b> 120 hours per month	<ul style="list-style-type: none"> <li>Working sessions</li> <li>Roadmap strategy</li> <li>Establishing level of effort/design</li> <li>Execute backlog items</li> <li>Quarterly business reviews</li> <li>Health checks</li> <li>Additional product education</li> </ul>	<ul style="list-style-type: none"> <li>Client Success Manager</li> <li>Salesforce Administrator</li> <li>Solution Architect (as needed)</li> <li>Salesforce Developer (as needed)</li> </ul>