Remote Admin Managed Services Plans:
BRONZE, SILVER, GOLD, PLATINUM, PLATINUM PLUS

	BRONZE	SILVER	GOLD	PLATINUM
Maintenance		Same as Bronze	Same as Bronze	Same as Bronze
Weekly Maintenance	51 Weekly on a set day each week.	Same as Bronze	Same as Bronze	Same as Bronze
Monthly Maintenance	12 Monthly on a set day each month.	Same as Bronze	Same as Bronze	Same as Bronze
Quarterly Maintenance	4 Quarterly checklists on the Orange schedule: Jan/Apr/July/Oct or the Green: Feb/May/Aug/Nov	Same as Bronze	Same as Bronze	Same as Bronze
Release Readiness				
Salesforce Release Readiness	3 Release readiness checklists. Completed before each Salesforce Release (Spring, Summer, Winter)	Same as Bronze	Same as Bronze	Same as Bronze
Release Training Cohort	Plan participants are welcome to join.	Same as Bronze	Same as Bronze	Same as Bronze
Latest Release Assurance (CommonTeri Preferred Solutions)	Each quarter, CommonTeri will make sure that all Preferred Solutions and Integrations are updated to the latest stable release. If an urgent release update is needed between release reviews, these upgrades will be made as needed and are included in the plan pricing.	Same as Bronze	Same as Bronze	Same as Bronze
Monitoring				
Error Monitoring	Daily monitoring for errors in Salesforce, NPSP, and the CommonTeri Preferred Solutions and Integrations.	Same as Bronze	Same as Bronze	Same as Bronze
Error Management	As errors are received the CommonTeri team will work to find a solution to the error to prevent customer downtime. Hours for error management are included in the plan level. *Error management does not include new innovation development work.*	Same as Bronze	Same as Bronze	Same as Bronze
Duplicate Monitoring and Clean-up	Duplicate rules and reporting will be created and monitored by CommonTeri. Up to 20 duplicates contacts will be merged each week as well as part of the Remote Admin plan. Additional duplicate management is available through the add-on of Apsona Duplicate Management.	Same as Bronze	Same as Bronze	Same as Bronze
Data Clean-up Monitoring	Set up of CommonTeri's Basic Goal Zero Dashboard for Constituents with monthly reminder cases to clean-up. This clean-up can be done by the customer or by the CommonTeri team using Helpdesk Hours.	Same as Bronze	Same as Bronze	Same as Bronze

Remote Admin Managed Services Plans: *(continued)*
BRONZE, SILVER, GOLD, PLATINUM, PLATINUM PLUS

	BRONZE	SILVER	GOLD	PLATINUM
Monitoring *(continued)*				
Action Required Salesforce Emails	Reviewed for relevance and administrative updates taken care of.	Same as Bronze	Same as Bronze	Same as Bronze
Feature Retirement Salesforce Emails	Reviewed for relevance and administrative updates taken care of.	Same as Bronze	Same as Bronze	Same as Bronze
Collaborative Support				
Daily Office Hours	4 Memberships** (400+ hours per year in Office Hours sessions)	Same as Bronze	Same as Bronze	Same as Bronze
CommonKnowledge Training Cohorts	Available for Office Hours Members			
Personalized Support				
Helpdesk Support Cases	45 hours per year	65 hours/year	95 hours/year	145 hours/year
Business Analyst Sessions and Cases	45 hours per year	65 hours/year	95 hours/year	145 hours/year
Account Management Meetings	12 meetings each year	12 meetings/yr	24 meetings/yr	24 meetings/yr
Senior-Level Consulting Sessions	2 hours per year	4 hours/year	6 hours/year	10 hours/year
User phone support	-----	-----	Included	Included
CommonTeri Community Users	Up to 8	Up to 10	Up to 12	Up to 14
Innovation Development Work				
CommonSolutions	50% discount	50% discount	50% discount	50% discount
Ad Hoc Projects	10% discount	10% discount	20% discount	20% discount
Continuous Innovation Plans	Available for purchase	Same as Bronze	10% discount	10% discount

NOTES:

• All maintenance work is completed by a Certified Salesforce Administrator

• **4 memberships to Office Hours are included for System Admins and Power Users. Other users may be invited to Office Hours periodically for faster support.

• Office Hours are offered Monday through Friday except on quiet days. Quiet days are scheduled for CommonTeri internal training, project work, and team building.

• CommonSolutions are small, pre-scoped projects that are frequent asks of nonprofit customers that are sold at a flat price for the work.

• CommonKnowledge Training Cohorts are sessions and series offered frequently during the year to CommonTeri customers. Pre-registration is required and space is limited.

• Platinum Plus is a custom program to meet unique needs of customers.