

The Salesforce logo, consisting of the word "salesforce" in a white, lowercase, sans-serif font, is centered within a bright blue, cloud-like shape.

salesforce

MANAGED SERVICES

A photograph of a diverse group of people sitting around a wooden table in a modern office or meeting space, engaged in a discussion. The image is overlaid with a semi-transparent blue filter.

UNIQUE SOLUTIONS FOR TEAMS

2024

DATASHEET



salesforce

MANAGED SERVICES

Get the most out of your Salesforce investment and transform your business with Access Global Group's unique managed services solutions for Salesforce.

WHY ACCESS GLOBAL GROUP

Our team of certified experts know Salesforce inside and out. This means that when they come to you, no stone is left unturned and they're able to solve any conflict with agility and accuracy.



WHAT WE OFFER

Together, we can transform your business by: reducing operational costs, optimizing work processes, deploying key Salesforce updates, enhancing security, decreasing manual and repetitive tasks, increasing ROI, and creating a scalable environment.

PRODUCT EXPERTISE

- Salesforce Sales Cloud
- Salesforce Custom Cloud
- Salesforce Sales Engagement (HVS)
- Salesforce Experience Cloud
- Salesforce Custom Components
- Mulesoft
- Salesforce Customizations
- Salesforce Service Cloud
- Salesforce CPQ
- Salesforce Field Service
- Salesforce Einstein
- Heroku

WHAT'S INCLUDED

- ✓ Planning
- ✓ Optimization
- ✓ System Updates
- ✓ Post Go-Live & Live
- ✓ Support
- ✓ Implementation Support
- ✓ Support Ad-Hoc
- ✓ Lightning Migration
- ✓ Customizations
- ✓ Data Clean-Up
- ✓ In-Flight Project Support
- ✓ AppExchange Installation
- ✓ Testing & Go-Live
- ✓ Subject Matter Expert
- ✓ Support
- ✓ Legacy System Integrations
- ✓ Existing Team Support
- ✓ Process Automations
- ✓ Quarterly Reviews
- ✓ Ongoing Support
- ✓ Admin Support
- ✓ Developer Support

NICHE SPECIALTIES

- ✓ Contact Centers
- ✓ CTI
- ✓ Core Systems Integration
- ✓ Mergers & Acquisition
- ✓ Loan/Mortgage
- ✓ Client Retention/Xell/Upsell
- ✓ Payment Processing
- ✓ Commission Calculation
- ✓ Legacy System Replacement



Dedicated Admin Support

BASE PLAN

Level admin level support for incident management, maintenance, enhancements, optimizations, and release management.

SERVICE ROLES

Dedicated Admin Support

SERVICE OPTIONS

Quarter-Time | Half-Time | Full-Time

PREMIUM PLAN

Premier support for all consultative needs that includes dedicated support to resolve issues and create a scalable environment.

SERVICE ROLES

Dedicated CSM, Developer, Industry Expert Integration Architect, Solution Architect, Marketing Cloud Architect, Mulesoft Architect, Pardot Architect

SERVICE OPTIONS

Quarter-Time | Half-Time | Full-Time



CLIENT PROJECTS



WHAT CLIENTS SAY

“Responsible, supportive & efficient Salesforce partner!” **G2 User Review**

“A powerful resource; professional, efficient and pleasant working experience working with Access Global Group.”

Salesforce AppExchange Review

“On-time delivery and on-demand support.” **G2 User Review**

“This partner has been phenomenal and a real pleasure to have on our team. They understand our business and our objectives and are extremely friendly and fun to work with. They are on point and have delivered all along the way.”

Salesforce AppExchange Review

5 STARS
SALESFORCE APPEXCHANGE

5 STARS
G2 USER REVIEWS