

# Salesforce Managed Services & Consulting

Best-in-Class People, Processes, and Tools  
for your Salesforce Ecosystem



salesforce

## SPINNAKER SUPPORT PROVIDES SERVICES FOR:

- Sales Cloud
- Analytics Cloud
- Service Cloud
- Experience Cloud
- Revenue Cloud
- CPQ & Billing
- Field Service Lightning
- Configuration-based solutions
- Specialized Cloud Support

For more information on Proactive Monitoring for Salesforce, please contact us at [spinnakersupport.com](https://spinnakersupport.com)

## MAXIMIZE THE VALUE OF YOUR SALESFORCE INSTANCE WITH COMPREHENSIVE SERVICES TAILORED TO YOUR ROADMAP

Salesforce has become a familiar presence in every business' IT ecosystem. However, while the platform offers incredible flexibility to customize to your unique business needs, the skill set required to deliver those customizations is incredibly broad and extensive. As a result, many organizations struggle to acquire the right talent to meet their business needs because of persistent skills gaps within the Salesforce Development community. With resources scarce, organizations turn to trusted partners to help fill the service void.

Spinnaker Support for Salesforce offers the expertise to translate strategic initiatives into actionable technology deployments. Spinnaker helps to guide customers on updates and features, adopting the Customer360 view and optimizing processes to ensure ROI. Our flexible delivery model enables you to meet your business objectives with the right-sized services for any project.

- **Maximize ROI** with automated KPI measurements and up to 30% return
- **Drive adoption** with seamless integrations and consistent feature delivery
- **Unify your strategy** with service delivery aligned to business objectives
- **Expert team** continually getting certifications to better serve our customers

## The Spinnaker Difference

- People - Experts with 10+ years of experience and 60+ certifications
- Process - Agile delivery methodology for on-time, on-budget projects
- Tools - Automated KPI measurements to drive success



## Support at Each Step of Your Journey

Spinnaker provides a suite of services that empowers your organization to take control of your technology strategy and maximize the value of your investments wherever you are in your technology ecosystem journey.

- Spinnaker Support for Oracle, SAP, and JD Edwards
- Spinnaker Shield
- Spinnaker Link
- Spinnaker Intelligence
- Spinnaker Detect
- Spinnaker Managed Services
- Spinnaker Consulting

## EXPLORE OUR SERVICES

Spinnaker Support for Salesforce includes a full array of offerings tailored to your needs:

- **Managed Services** – Outsource technical application processes and functions or bring in our Spinnaker Pod to take your Salesforce to initiatives and make them a reality
  - **Troubleshooting and Request Fulfillment**
  - **Starter – Basic Support**
  - **Pro – Growth Enabled**
  - **Premium – Complex and Consistent Innovation**
- **Consulting** – Expertise to help you implement, customize, augment, or integrate your Salesforce instance
- **Staff Augmentation** – Dedicated resources to fill skill set gaps needed to execute your backlog

## OUR FORMULA FOR SUCCESS

- Many tenants built our organization's foundation and have enabled us to serve you with industry-leading expertise and flexible delivery models, but it really starts with our people:
- To date, we currently hold 66 certifications from our team
- The average experience is 10+ years with deep technical and industry knowledge
- We subscribe to the Agile Delivery Methodology to enable our innovative process, which relies on the depth of our team to deploy

If you would like to get more information about our Salesforce offerings, please contact your local sales representative or contact us at [spinnakersupport.com](https://spinnakersupport.com)

## ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments, and freeing up the capital and resources leaders need to navigate the future with certainty.