

Brooke

Do you have effective support for your Salesforce and MuleSoft platforms?



Brooke delivers exceptional support service for Salesforce solutions, including those integrated into the enterprise's architecture through MuleSoft and other leading integration solutions.

We've created a unique approach to providing Managed Support Services that creates efficiency and stability for your architecture. We partner with you to minimise the likelihood of problems arising, and resolve them quickly if they do. This differs from traditional IT and product support which operates at arm's length, waiting for a problem to surface before fixing it. Our model provides Public Sector clients access to a flexible support model, with a built in continuous improvement capability and the ability to roll over unused capacity.

How our solution delivers value to you



Confidence that your Salesforce solution is stable and your business can focus on performance



Timely support across your integrated solution so your systems stay connected and operational



Business efficiencies gained through experts guiding the management of your system - we help upskill your team to manage your system day to day



The flexibility to roll over unused hours, change support package and access preferential pricing for enhancement projects



Peace of mind for you and your customers

Why choose Brooke?

- ✓ We are Public Sector industry experts, with deep experience in Australian Federal and State Government and Agencies
- ✓ Consulting-led, delivering 60+ digital transformation implementations over the past 6 years
- ✓ We take a collaborative approach that builds your capability
- ✓ We have never had a failed project because we know how to make projects work
- ✓ Very satisfied clients, with a Salesforce CSAT rating of 4.8/5



Brooke's approach to Managed Support Services

We have three key offerings to keep your solution operational and stable, with the flexibility to move up or down a tier when your business needs change. Or we can tailor a Managed Support plan that works for you.

	Bronze	Silver	Gold	Platinum
	\$6,000 / Month (ex GST)	\$12,000 / Month (ex GST)	\$18,000 / Month (ex GST)	Bespoke Offering
Support Hours per Month	32	64	96	
Unused Hours Rollover	1 Month	2 Months	3 Months	
Inclusions	Service Delivery Manager	Service Delivery Manager	Service Delivery Manager	Bespoke Service Offering Call us to discuss your requirements.
	Self Service Portal	Self Service Portal	Self Service Portal	
	Salesforce Release Assessments	Salesforce Release Assessments	Salesforce Release Assessments	
		Release Management	Release Management	
		Access to Value Additions	Access to Value Additions	

Working with your team, Brooke will start your support service by gaining a baseline understanding of your business, your data and your Salesforce implementation integrated into the enterprise architecture, so we can be ready to provide support when your team needs us. We establish an operating rhythm with you based on your day to day needs, prioritising requests received to ensure you can extract the highest business value from your support budget.



Who is Brooke?

Brooke is a leading consultancy driven to help clients think differently about solving their complex business challenges, implementing business wide change through digital transformation. Australian owned, we typically work with Government and Public Sector clients who value our collaborative and human centred approach to problem solving.

As a trusted partner to Salesforce and MuleSoft, our depth of expertise and experience spans requirements development, design, build, implementation, change management and managed support services. We have deep specialisation in how to achieve the best results from these technology stacks.

Want to know more?

If you want to access support services that keep your system performant and stable, please contact **Ross Hutchison** rosshutchison@brooke.global for a discussion on how Brooke can support your needs.

