Girikon
IT Around the Globe

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Salesforce Partner
Since 2015

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Managed Services

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The Benefits

Depending on the level, we ensure that the appropriate personnel are available to manage support issues and minor enhancements requests, and our support team can help you determine the appropriate level to fit your current and future needs.

Basic Standard Premium

Get the most out of your Salesforce investment with Girikon's tiered Managed Services. We offer three levels of support to perfectly match your organization's needs and goals.

Basic Level

- **Ideal for organizations starting their Salesforce journey.**

- **Focuses on common fixes and user adoption:**
  - User onboarding
  - General issue support
  - Basic configuration
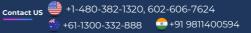 - Simple Apex development

Standard Level

- **Includes everything in the Basic Level, plus,**
  - High-level design for your Salesforce solution.
  - Q/A testing to ensure quality.
  - Deployment assistance for smooth rollouts.
  - Integration enhancements to connect your Salesforce with other systems.

Premium Level

- **Our most comprehensive solution, tailored to your specific needs.**

- **Dedicated team embedded within your environment:**
  - Handles all daily tasks and support issues.
  - Provides ongoing guidance for optimal Salesforce utilization.

- **Collaborative approach to identify new use cases.**

- **Girikon leads development, design, and execution for your Salesforce initiatives.**

Choose the level that best suits your organization and let Girikon empower your Salesforce success!

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Services Offer

Scope of Services

Solution Support

- Issue resolution & immediate fixes
- Minor enhancements to existing configuration and Apex code
- Salesforce configuration support of Workflow, Validation rules, Reports & Dashboards, etc.
- Apex development support of triggers, classes and Visualforce pages
- Implementation of periodic enhancement releases.

Personnel & Communication Support

- A support manager who is available for inquiries and additional support in accordance with the pre-determined service hours.
- A support management tool that is used to communicate requests with the support team.
- An established process for QA/UAT where all application changes are tested by a QA team in a sandbox environment prior to production deployment.
- Response times between 24 - 48 hours, based on the level of support requested.
- A customized support team based on necessary skill sets and a personalized schedule (at Premium support level).

Focused on Communication

At Girikon, we are committed to not only providing top-level support but keeping our customers informed along the way. Included in both the Standard and Premium Level are the following support initiatives:

- Standard weekly or as needed meetings to review status requests.
- Regularly updated log requests in the support queue with detailed status information.
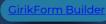- Prioritized support information.

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Service Offer

Services	Basic	Standard	Premium
Appropriate For	Smaller implementations with limited amount of code customization and/or changes required.	Implementations with a moderate level of custom code, integration and enhancement needs.	Large/global implementations with complex code or integration; dynamic environments with significant minor enhancement requirements.
Scope of Work (See next slides for details)	User Administration, Reports & Dashboard, Configuration, Apex Defect Resolution, Data Loading.	**Basic Level plus:** Change/Requirements review, analysis and clarification High-level and detailed design Development, Unit Testing and Deployment QA/UAT Support and Defect Resolution.	**All Basic and Standard Level Work plus:** Additional work as needed specifically to fit the clients' needs.
Minimum Hours	**60 to 80**	**120 to 160**	**200 and Above**

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Our Service Details

AVG Rating on App Exchange

Girikon Managed Services are designed to help our customers not only succeed, but thrive through a true Partnership.

4.9/5 CSAT Score