



SOLVD SUPPORT MODELS



registered
consulting partner



**SOLVD OPTIMIZES YOUR PEOPLE,
PROCESSES, AND TECHNOLOGY TO HELP
YOUR ORGANIZATION MAXIMIZE ITS
SALESFORCE INVESTMENT.**

SOLVD.cloud

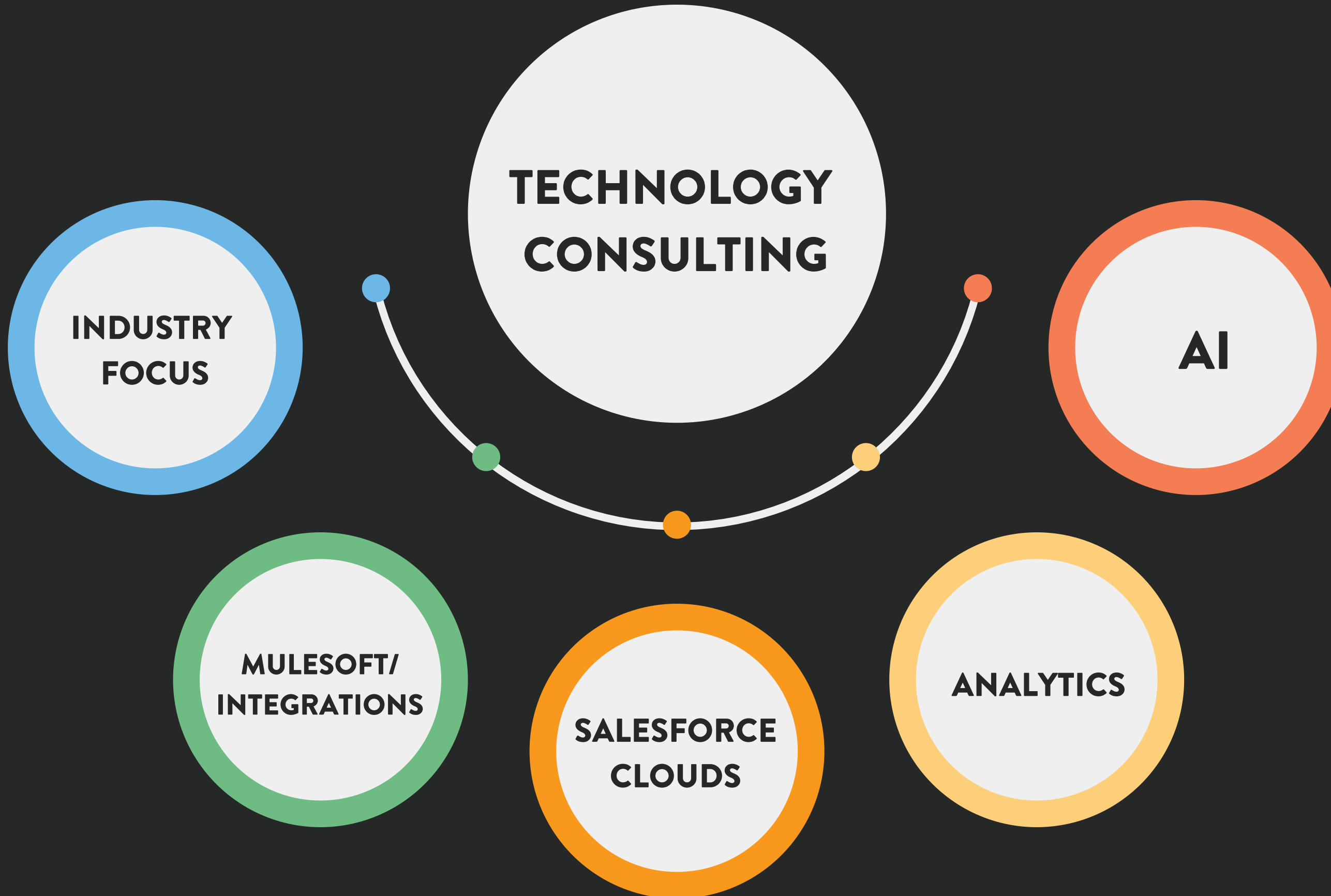


CERTIFIED SALESFORCE CONSULTANTS

You want to deliver changes to your Salesforce org faster while maintaining quality, time, and security. SOLVD's Certified Salesforce Consultants do just that.

[CLIENT REVIEWS](#)





SALESFORCE CONSULTING

We are an **AI-first** Salesforce consulting firm

We make powerful software simple and accessible to our clients, so they can **grow faster, decrease costs, and increase visibility** across their data

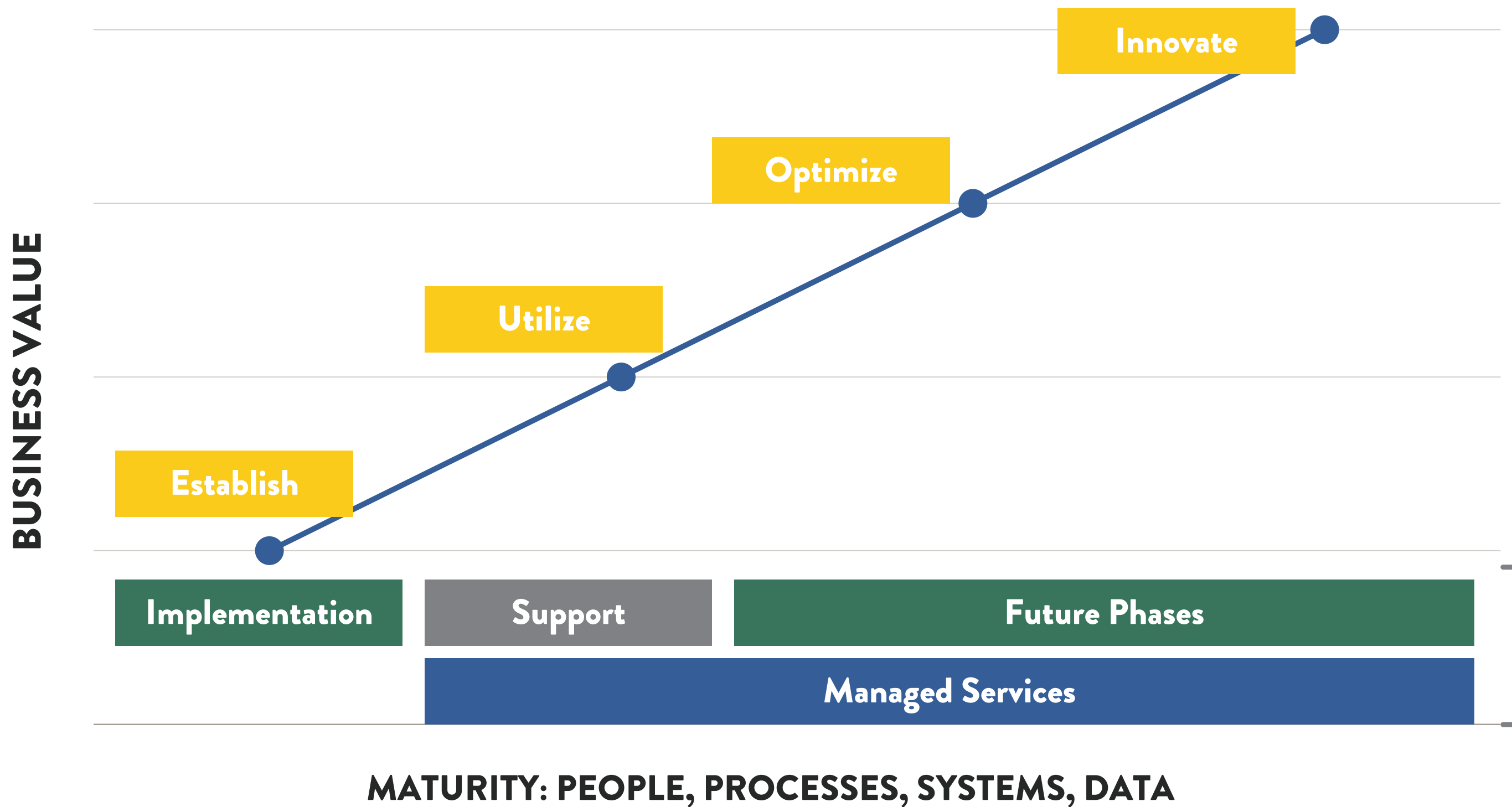
- Team of 60+ Talented Salesforce Professionals
- 150+ Salesforce Certifications
- Salesforce Crest Partner
- 99th Percentile in Client Satisfaction
- 5-Star AppExchange Reviews
- ~500 Successful Implementations



- Experience across hundreds of Salesforce engagements, spanning multiple industries.
- Advisors first: Our focus on business process and user adoption.
- Flexible, proven approach to implementing robust and scalable cloud solutions.
- Specialize in complimentary services and technology around integration, data analytics, PSA, and more.



CUSTOMER SUCCESS JOURNEY





SOLVD ENGAGEMENT MODELS

- **PROJECT**
- **ON DEMAND**
- **MANAGED SERVICES**

A background image showing two men shaking hands. The man on the left is wearing a light blue button-down shirt and dark pants. The man on the right is wearing a dark t-shirt with a logo that says "SOLVD" and dark pants. They are both smiling and looking at each other. The image is dimmed and serves as a background for the text.

PROJECT

DELIVERABLES & TIMELINE

Projects are often most appropriate when there is a clear set of deliverables (scope) driven against a timeline.*

PROCESS

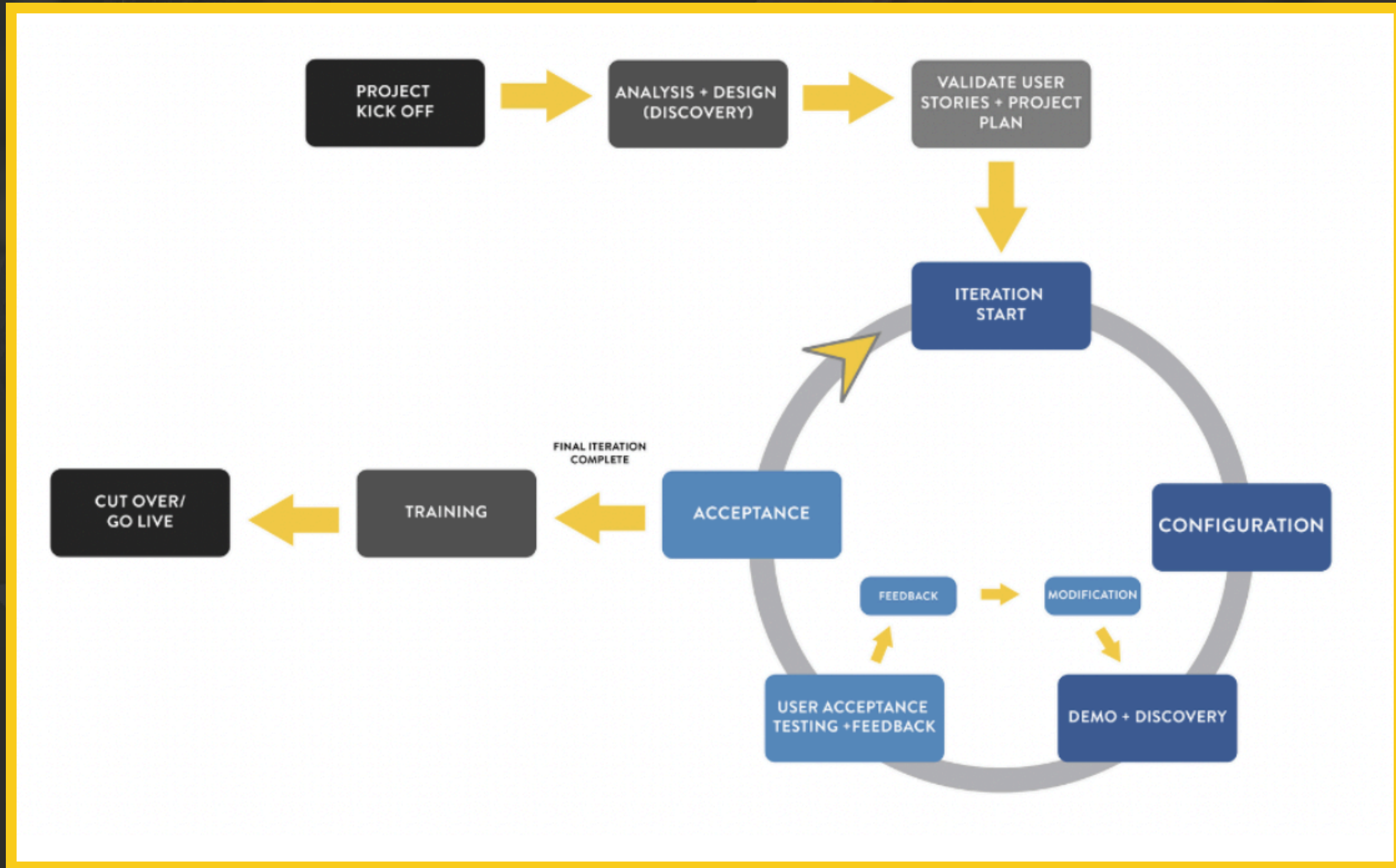
SOLVD will provide estimates. Once the SOW is signed, the project will follow our standard delivery model (see next slide).

CONCURRENCY

Projects are often run concurrent with managed services offerings - e.g., when the Client has a backlog of items to manage alongside delivery of a larger initiative.

***Project rates will be determined based on scope of project and current market rates (rates start at \$230/hour)**

PROJECT DELIVERY MODEL



A background image of two men shaking hands. The man on the left is older with grey hair, wearing a light blue button-down shirt. The man on the right is younger, wearing a dark t-shirt with a logo that says 'SOLVD'. They are both smiling and looking at each other. The background is a blurred office setting.

ON DEMAND

AS NEEDED

For Clients that are relatively self-sustaining, SOLVD provides ad hoc support on an “as needed” basis. There is no minimum commitment of hours.

CASE BASED

Client’s can email SOLVD’s Client Success team and they will respond to them within 24 business hours for next steps.

RATES

Support is billed T&M (as consumed) at SOLVD’s current market rates*

*Current market rate is \$230/hour (blended rate)

SAVE MONEY AND TIME

SOLVD's **Outsourced Admin** and **Specialty Admin** Services are a flexible, scalable, and economic solution to maintain your Salesforce investment — without the need to hire additional full-time, dedicated employees.



OUTSOURCED ADMIN

- Proactive support
- Part-time, full-time, and “team” dedicated resources
- Fixed cost - affordable effective rates
- Distributed Services: ~1/3 onshore, 2/3 offshore
- Often used in tandem with “Specialty Admin” packages (or specialty needs can be billed T&M at market rates).
- 60 day opt-out (with 6 month or 12 month options)

FTE	M2M	6 MONTHS	12 MONTHS	DESCRIPTION
1/2 FTE	\$7,200 (\$90 eff. rate)	\$6,912 (\$86.40 eff. rate)	\$6,480 (\$81 eff. rate)	Work with a single dedicated resource and their team for 80 work hours per month.
1 FTE	\$13,600 (\$85 eff. rate)	\$13,056 (\$81.60 eff. rate)	\$12,240 (\$76.50 eff. rate)	Work with a single dedicated resource and their team for 160 work hours per month.
Team (4+ FTE)		Starting at \$50,000		Work with a team of 4+ dedicated resources - starting at 640 hours per month and \$50,000 - customized for your organization.

See slide for Outsourced Admin skillsets

PART-TIME ADMIN

You will have **28 High Availability Admin hours** to use each month. These hours are consumed entirely by your onshore admin team.

You will have **52 Distributed Admin hours** to use each month. These hours are consumed primarily by offshore resources, but can also include onshore resources depending on availability.

RESOURCE	FTE	MONTHLY HOURS
High Availability Admin		28
Distributed Admin Team		52
TOTAL	1/2	80

FULL-TIME ADMIN

You will have **56 High Availability Admin hours** to use each month. These hours are consumed entirely by your onshore admin team.

You will have **104 Distributed Admin hours** to use each month. These hours are consumed primarily by offshore resources, but can also include onshore resources depending on availability.

RESOURCE	FTE	MONTHLY HOURS
High Availability Admin		56
Distributed Admin Team		104
TOTAL	1	160

TEAM OF 4+ ADMINS

Starting at \$50,000/month

You will have **224+ High Availability Admin** hours to use each month. These hours are consumed entirely by your two dedicated onshore resources each month.

You will have **416+ Distributed Admin** hours to use each month. These hours are consumed primarily by offshore resources, but can also include onshore resources depending on availability.

RESOURCE	FTE	MONTHLY HOURS
High Availability Admin		224+
Distributed Admin Team		416+
TOTAL	4+	640+

OUTSOURCED ADMIN **SKILLSETS**

WHAT OA IS

- “Generalist“
- General Org Health & Performance
- User Administration
- User Permissions/Data Visibility & Security/Automation
- Sales Cloud Maintenance
- Service Cloud Maintenance
- Integration Maintenance
- Salesforce connectors

OA is typically junior resources who will loop in specialists for insight as needed.

WHAT OA IS NOT

- Specialized Resources with deep product knowledge/expertise around:
 - CPQ/Billing
 - Development (apex, LWC)
 - Integrations (net new)
 - Experience Cloud
 - Pardot
 - Data Cloud, etc.
- Specialized Salesforce product maintenance/enhancements that would require deeper knowledge.
- New Salesforce Product Implementation

SPECIALTY ADMIN

- Proactive support
- Continuity of resources
- Minimum commitment of hours each month - overage hours will be billed T&M at contracted rate
- Specialty skillsets*
- Often used in tandem with “Outsourced Admin” services
- 60 day opt out

SA PACKAGE	6 MONTHS	12 MONTHS	DESCRIPTION
SA 10	\$215/hr	\$210/hr	Minimum commitment of 10 hours per month (use it or lose it). Overage hours will be billed T&M at contracted rate.
SA 20	\$210/hr	\$205/hr	Minimum commitment of 20 hours per month (use it or lose it). Overage hours will be billed T&M at contracted rate.
SA 30	\$205/hr	\$200/hr	Minimum commitment of 30 hours per month (use it or lose it). Overage hours will be billed T&M at contracted rate.
SA 40	\$200/hr	\$195/hr	Minimum commitment of 40 hours per month (use it or lose it). Overage hours will be billed T&M at contracted rate.
SA 40+	Custom	Custom	Custom pricing based on minimum number of hours needed per month and length of commitment.

*See next slide for Specialty Admin skillsets

SPECIALTY ADMIN **SKILLSETS**

WHAT SA IS

- New Salesforce Product Implementation
- Specialized Resources with deep product knowledge/expertise around:
 - CPQ/Billing
 - Development (apex, LWC)
 - Integrations (net new)
 - Experience Cloud
 - Pardot
 - Data Cloud, etc.
- Specialized Salesforce product maintenance/enhancements that would require deeper knowledge.



AS YOUR **BUSINESS GROWS** AND
EVOLVES, YOUR **SALESFORCE** ORG
NEEDS TO DO THE SAME

[Schedule Your
Discovery Call](#)



[Download OA and SA
Services List](#)

