salesforce

SIGNATURE SUCCESS PLAN

MAXIMIZE ROI AND SUCCEED NOW WITH PROACTIVE, PERSONALIZED EXPERTISE

Customer success is a top priority at Salesforce. That's why we offer the Salesforce Signature Success Plan to ensure that customers optimize their Salesforce solutions and get the peace of mind needed to run their business at peak performance. Customers can expect industry-leading features such as a designated Technical Account Manager, personalized data-driven insights and technical health reviews, proactive monitoring and key event management, and the fastest response times from our most skilled support engineers.

Developed from more than 23 years of proven best practices, Signature will help you maximize your Salesforce investment.

80% fewer timeout errors

AUTODESK.

67% system performance improvement

DELL Technologies

50% decrease in end-user disruptions

WELLS FARGO

Drive your business forward with personalized, proactive expertise

The right insights at the right time can make all the difference. When you have Signature, it includes a variety of features to help you unlock our deepest level of partnership, most skilled expertise, and tools to stay agile.

Designated Technical Account Manager (TAM)	Personalized trends and insights	Proactive services	Key Event Management
Your TAM is your Salesforce champion and partner, helping orchestrate your experience and providing expert guidance tailored to you.	From technical health reviews to roadmap planning, Signature provides critical insights to help you focus on what matters the most to you.	Prevent potential risks with 24/7 Proactive Monitoring, including alerts on performance, errors, and limits. Fastest support response time (15 minutes) for business-stopping cases from skilled experts.	Plan your key events with confidence. Whether it's sales events like Cyber Monday or major go-lives, you can run at full speed on your most important days of the year.

Demonstrated practical value from customers with Signature Success Plan

Salesforce customers in a range of industries have realized the value of engaging with experts through Success Plans. Here are some of the ways companies have leveraged these plans to accelerate time to value.

Protect digital revenue streams	Innovate and launch new products fast
• Mitigate the risk of delays or errors on high-volume days • Protect time-sensitive customer experiences • Identify and unblock issues before they cause downstream impact	• Adopt new features and functionality through advanced knowledge of Salesforce releases • Implement complex solutions by relieving technical debt • Supercharge adoption by eliminating technical and communication silos

> Proactive Monitoring finds issues before they impact the customer and that's the main goal.
>
> **RAM ERAGAMREDDY**
> DIRECTOR OF ENGINEERING, AUTODESK

salesforce

Compare Success Plans and Top Features

		Standard	Premier	Signature
Partnership	Technical Account Manager			✓
Onboarding	Digital Self-Service	✓	✓	✓
	Guided Onboarding* and Getting Started Expert Coaching Programs		✓	✓
	Onboarding Specialist Team & 1:1 Workshops			✓
Product Education	Setup and Configuration Best Practices	Self-serve videos	Instructor-led Expert Coaching Programs	Personalized & Individual
	Trailhead Academy Public Classes & Bulk Certifications		25% discount	35% discount
	Trailhead, Salesforce Help, Community, Success Center, Recommendation Maps	✓	✓	✓
	Office Hours		✓	✓
Strategy & Planning	Planning for Change & Organizational Best Practices	Self-serve videos	Instructor-led Expert Coaching Programs	Personalized & Individual
	Adoption Guidance	Self-serve videos	Instructor-led Expert Coaching Programs	Personalized & Individual
	Salesforce Maturity Assessment		✓	✓
	Health Checks & Recommendations		✓	✓
Proactive Services	24x7 Monitoring, Early Warnings, & Remediations			✓
	Annual Technical Health Review (e.g., Code, Security, Performance)			✓
	Key Event Management			✓
	Go-Live Support			✓
Resolution & Troubleshooting	Technical Support	**Online case submission**. **Response:** 2 days, local business hours.	**Access 24/7/365** **Response:** 1 hr business-stopping issues. Online case submission, chat, phone. **Developer Support:** Custom Code Troubleshooting.	**Access 24/7/365 and 911#** **Response:** 15-min and 30-minute updates for business-stopping issues. **Developer Support:** Custom Code Optimization & Go-Live Guidance & Support. **Access** to Highest Level of Support Expertise & Highest Touch Resolution.

View Details on Included & Excluded Products

*Currently available for select clouds

For More Information

Contact your account executive to learn how we can help you accelerate your success.
1-800-NO-SOFTWARE
www.salesforce.com