

Keep momentum **post-go-live** with structured support, enhancement, and insight

Post-Go-Live Advantage

After go-live, most AI projects shift from delivery mode to discovery mode. Real-world usage reveals gaps, uncovers edge cases, and triggers the need for ongoing insight and iteration. This offering keeps your implementation adaptive and effective, without spinning up new projects for every small change.

With **structured review**, **expert support**, and **data-led insights**, you stay on track and ahead of the curve.

- Maintain and improve AI performance in production
- Empower teams with expert feedback and clarification
- Address AI behaviour issues before they become blockers
- Reduce support backlog and avoid rework
- Build trust through better outcomes and visible iteration

Why Our Approach Works

We designed this model to close the common post-go-live gaps — without spinning up new projects or waiting on triage. It gives teams structure, responsiveness, and momentum.

- Check-ins keep things **aligned**
- Improvements get **delivered**, not delayed
- Support is lightweight but **reliable**
- AI behaviour gets **tracked** and **tuned**
- Trust builds through visible **progress**

Agentforce Support Models

Bronze – Improvement-Focused

- Monthly enhancement backlog delivery
- Success check-ins and metrics
- Prioritised changes based on business feedback

Silver – Improvement + Light Support

- Everything in Bronze
- Answering live questions about AI behaviour and flow logic
- Quick answers, escalated when needed
- Small fixes delivered without the overhead

Gold – Strategic Uplift

- Everything in Silver
- Dedicated strategy hours (consultant-led)
- **Optional** high-touch support or internal enablement
- Access to roadmap shaping sessions

Investment

Starts from 5k for Bronze per 3-month commitment

- Usage is credit-based
- 50% of unused credit roll into the next month
- All credits expire at end of quarter



*You don't
need more
tickets.
**You need
traction.***