

ACADIA BAY SUCCESS PLANS

Assess

Stabilize

Support

Manage

Optimize

Trusted Salesforce & Fonteva Expertise on Subscription

Keep your Salesforce orgs healthy, optimized, and ready for every release. Predictable support. Proactive care. Guaranteed response times.

BASIC

Perfect for orgs with lighter monthly needs

\$1850 /mo (12 mo plan)**\$1900** /mo (6 mo plan)

- ✓ 10 included hours
- ✓ 4 hour critical response SLA
- ✓ 1 portal user
- ✓ Fonteva bugfix installs as able
- ✓ Certified consultant support

PREMIER

For orgs needing proactive, high-volume support

\$3900 /mo (12 mo plan)**\$4000** /mo (6 mo plan)

- ✓ 20 included hours
- ✓ 2 hour critical response SLA
- ✓ Up to 4 portal users
- ✓ Fonteva bugfix installs
- ✓ Priority scheduling
- ✓ Priority Support
- ✓ Quarterly org review
- ✓ Annual optimization report
- ✓ Certified consultant support

What's Included



Certified Expertise

Salesforce certified specialists skilled in membership, events, and nonprofits.



Guaranteed SLAs

Critical issues handled within hours and resolved per your plan's service levels.



Fonteva Bugfix Installs

Tested, installed, and verified to ensure stability and release compliance.



Flexible Monthly Hours

Use plan hours for fixes, enhancements, support, or small projects. Up to you!

Let's tailor the right Success Plan For your Org

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Clients without a Success Plan:
Billed at \$210/hour, no guaranteed SLAs

Clients with a Success Plan:
Additional hours billed at your plan rate
(\$185–\$200/hr)

