

TECHNOLOGY SERVICES

SALESFORCE MANAGED SERVICE PLANS

FOR A PACKAGE THAT FITS YOUR NEEDS NOW

Sikich's Service Plans are designed to help companies achieve success with Salesforce.

The ongoing process of supporting and optimizing your Salesforce solution requires in-depth knowledge and vast experience in all aspects of the evolving Salesforce platform. Let our team of experts help you realize the most out of your investment. Our Salesforce team collectively has 150+ certifications and are committed to staying at the forefront of the platform. We know that as our clients' businesses grow and evolve that their Salesforce org needs to do the same. From support to strategy to optimization, we are here to help.

VIRTUAL SALESFORCE ADMINISTRATOR

Clients have used us for years to support their ongoing need for Salesforce Administration. We provide this service on both an as needed basis and as a managed program where our clients have a predictable expense. With the rise in salaries to hire a Salesforce Administrator, this option is now more attractive than ever. All of our people are based in the United States and are well trained in the following areas:



- **User Management** – user setup, profiles and roles, public groups, permission sets



- **Configuration** - objects, fields, page layouts, record types, list views, email templates



- **Reports/Dashboards** – create and modification of reports and dashboards



- **Process Automation** – creation and modification of business processes



- **User Training** – ongoing training for your new and existing users

VIRTUAL SOLUTION ARCHITECT

Did you know Salesforce.com pushes out software releases three times a year? Each software release is accompanied with 200+ pages of release notes. If you are like most, you simply don't have the time to read through hundreds of pages and translate that for your unique environment. Many Salesforce users are not actively enhancing Salesforce to keep up with the new innovation that is provided by the Salesforce upgrades. Changes to a company's business model often require changes to how Salesforce is designed, and this is where an experienced Solution Architect can provide significant value. This service provides quarterly meetings with a solution architect to review your business initiatives, discuss your Salesforce application (what is working/what is not) and review the new features/innovation that is available. After each quarterly meeting, we will provide you with a writeup of our recommendations. Working with a Sikich Virtual Solution Architect will keep your business running as efficiently and maximizing your Salesforce investment.

Have questions or want to discuss if this is the right plan for your organization?
Contact Annie Korsgard at Annie.Korsgard@sikich.com or 630-210-3053. We look forward to joining your support team!

BY THE NUMBERS



1000+ EMPLOYEES



7000+ CLIENTS



1000+ SALESFORCE CLIENTS



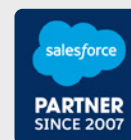
1 US BASED SUPPORT DESK



13+ YEARS PROVIDING SALESFORCE SERVICES



4 BOOKS WRITTEN ON SALESFORCE/CRM



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