Premier Success Plans

Maximize your Salesforce ROI

SELL. SERVICE. MARKET. SUCCEED.

Customer success is a top priority at Salesforce.com and every customer gets a Standard Success Plan for online support and training. However, our most successful customers take advantage of our Premier Success Plans and achieve an 80% higher return on their Salesforce investment.

Success plans include the right combination of support, online training and resources designed to:

- Drive Salesforce adoption
- Increase user productivity
- Ensure business continuity and minimize risk

Premier Success

Premier Success provides for 24/7 customer support, with rapid response times. It offers more than 100 interactive, self-paced online training courses and an assigned success resource[5] to deliver personalized reviews and recommendations.

- **Get success:** Connect with Success resources, programs, and communities to get the most out of your salesforce investment through best practices, adoption strategies, proactive recommendations, and release readiness.
- **Get enhanced support:** When you need help get fast access to our most skilled technical resources. Whether you have how-to questions, technical issues, or need developer support when building custom applications, we give you fast, expert answers.
- **Get enhanced training:** Grow your team of Salesforce experts with on demand training for administrators, developers, and end users. Keep up to date with all new releases and quickly acquire the expertise you need–when you need it.

Premier+ Success

Extend your team with the Premier + Success Plan–for all the benefits of Premier Success **plus**:

- **Get configuration help:** Request 100+ routine configuration updates like creating users, reports, workflow, dashboards. You take online administration training to learn the basics, then you tell us your business requirements. Our team of certified administrators updates your Salesforce system.

Features	Standard	Premier	Premier+
Support initial response time by case Severity Level[1]	2 business days[2]	**Severity 1:** 1 hours[3] **Severity 2:** 2 hours[3] **Severity 3:** 4 hours[4] **Severity 4:** 8 hours[4]	**Severity 1:** 1 hours[3] **Severity 2:** 2 hours[3] **Severity 3:** 4 hours[4] **Severity 4:** 8 hours[4]
Online access to Standard success resources: Help, knowledge base, "Getting Started" training	✓	✓	✓
Access to Premier success resources: Premier Toolkit, user adoption and release programs		✓	✓
24/7 toll-free phone support		✓	✓
Premier developer support		✓	✓
Premier online training catalog (100+ titles)		✓	✓
Customizable training templates		✓	✓
Assigned success resource[5]		✓	✓
Administration services to update your Salesforce solution[6]			✓

[1] Severity level definitions:
    Severity 1: Critical - Production issue affecting all users; System unavailability; Data integrity issues
    Severity 2: Urgent - Persistent issue affecting many users; Major functionality is impacted; Significant performance degradation
    Severity 3: High - System performance issue or bug affecting some but not all users
    Severity 4: Medium - Inquiries about routine technical issues; Information requests on application capabilities, navigation, installation or configuration
[2] Excluding holidays
[3] 24/7 Severity 1 and 2 coverage includes weekends and holidays
[4] Severity 3 and 4 target response times include local business hours only and exclude weekends and holidays
[5] Assignment of a Premier success resource will be made with Unlimited Edition or Performance Edition user subscription with an annual value of at least $1M or a total Premier annual fee of $100,000.
[6] See appendix for list of Administration Services

Premier Developer Support

Premier Developer Support, included with Premier Success Plan and Premier+ Success Plan, recommends best practices for succeeding with Force.com, and helps troubleshoot Salesforce error messages that you might encounter.

Premier Developer Support includes:
- Best practice advice for creating Force.com code (APEX) and Force.com pages (Visualforce).
- Salesforce error message troubleshooting and exception handling.
- In-depth code analysis, de-bugging, and recommendations (up to 200 lines).
- Access to our interactive developer community, Developer Force.

Features	Premier Developer Support
Force.com code (Apex) & Force.com pages (Visualforce)	• Explanation of governor limits • Salesforce error message troubleshooting • Error-related code review of Force.com classes and triggers (up to 200 lines) • Force.com code and Force.com pages best practices and recommendations
Web Services API	• Salesforce error message troubleshooting • SOAP message capture and review • Web Services API best practices and recommendations
Salesforce.com-supported Developer Toolkits (AJAX, Force.com Migration, Force.com IDE, etc.)	• Salesforce error message troubleshooting • Toolkit best practices and recommendations

Appendix: Premier + Success Plan Administration Services

Administration Categories/Tasks	Description of Administration Tasks
Set Up and Customization	
Users[1]	Create, update and deactivate users
Portal Users[1]	Create, update and deactivate portal users
Roles	Create and update roles and role hierarchies
Profiles	Create and update profiles
Public Groups	Create and update public groups
Custom Objects	Create and update custom objects
Standard Objects	Update standard objects
Custom Fields	Create and update custom fields
Page Layouts[2]	Create and update page layouts
Record Types	Create and update record types
Custom Buttons and Links[3]	Create and update custom buttons and links
List Views	Create and update list views
Queues	Create and update queues
Assignment Rules	Create and update assignment rules
Auto-response Rules	Create and update auto-response rules
Escalation Rules	Create and update escalation rules
Support/Lead Settings	Update settings
Manage Teams (Account/Sales/Case)	Create and update teams on user record
Pricebook	Create and update pricebook
Workflow Rules/Tasks/ Alerts/Field Updates	Create and update workflow rules, tasks, alerts, and field updates
Approval Processes	Create and update workflow approval processes
Reports	Assist in creation and modification of reports as necessary
Dashboards	Create and update dashboards as necessary
Analytic Snapshots	Create and update analytic snapshots as necessary
Custom Report Types	Create and update custom report types
Validation Rules	Assist in creation and modification of validation rules as necessary
Formula Fields	Assist in creation and modification of formula fields as necessary
Summary Formula Fields	Assist in creation and modification of summary formula fields as necessary
Translations Workbench	Creat and update translations
Forecast Hierarchy	Update forecast hierarchies
Territory	
Territory Hierarchy	Create and update territory hierarchies
Territory Rules	Create and update territory rules
User Territory Assignments[1]	Create and update user territory assignments

Administration Categories/Tasks	Description of Administration Tasks
Communication Templates	
HTML Letterhead Templates	Create HTML letterhead templates[4]
Email Templates	Create email templates
Quote Templates	Create and update quote templates
Data	
Mass Transfer Records[1]	Mass transfer records, provided by customer in formatted CSV file
Mass Delete Records[1]	Mass delete records, provided by customer in formatted CSV file
Mass Create Records[1]	Mass create records, provided by customer in formatted CSV file
Mass Update Records[1]	Mass update records, provided by customer in formatted CSV file
Security	
Sharing Rules	Create and update sharing rules
Field Accessibility	Create and update field accessibility
Password Policies	Manage password policies
Session Settings	Manage session settings
IP Ranges	Add and update IP ranges
Company	
Currencies	Manage currencies
Fiscal Year	Create and update fiscal year
Business Hours	Create and update business hours
Productivity and Collaboration	
Create Content	Create and update content workspaces
Add Users to Workspaces	Add users to workspaces
Chatter Feed Settings (org wide)	Create and update Chatter feed settings
Chatter Groups[1]	Add users to Chatter groups
Search Settings	Create and update search settings
Ideas Settings	Create and update ideas settings
Answer Settings	Create and update answers settings
Mobile	
Mobile Configurations	Create and update mobile configurations

Administration Services excludes the initial implementation of Salesforce, data migrations, data management or manipulation (de-duping, merging, cleansing), copy from one org/object to another, Flow, AppExchange installs/uninstalls/customization, VLOOKUPs and custom code.

[1] Customer provides data in Salesforce-specified CSV format.

[2] Excludes custom code.

[3] Excludes use of Force.com pages (Visualforce), JavaScript, or parameter passing through URL.

[4] Includes creation of templates; HTML email content provided by customer.

For more information
Contact your account executive to learn how we can help you accelerate your CRM success.

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