



PREMIER SUCCESS PLANS

Blaze Your Trail to Higher Adoption,
Faster Deployment, and Greater ROI.

 success cloud

“Premier is like Salesforce on steroids. You get access to expertise that you wouldn't otherwise have access to, and that makes you much more powerful.”

JOEY LEN, MANAGER OF CRM & ACCOUNT MANAGEMENT
ENOVATE MEDICAL

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Every successful journey begins with a plan.

Success Plans drive you drive adoption, get support, and boost productivity at every stage of your Salesforce journey. The Standard **Success Plan**, included for every customer, is designed to help you get started quickly. You get access to self-guided resources and opportunities to learn from the Salesforce community.

Premier Success Plans include all the Standard tools, plus additional expert services to help you achieve your business goals and blaze your trail to success. Premier Plans provide 24/7 access to a team of Salesforce experts who will answer questions and provide support to help you adopt Salesforce efficiently, and see greater ROI. Our team will even do many administrative tasks for you, to give you time back in your day.



Choose the Success Plan that's right for your business.

	Standard	Premier
Guided Journeys	●	●
Trailblazer Community	●	●
Trailhead	●	●
Circles of Success		●
Interactive Webinars		●
Success Management		●
Accelerators		●
Developer Support		●
Admin Assist		Optional
Support	12/5 Online 2-Day Response	24/7 Phone & Online 1-Hour Critical Response

Premier Guidance

With a Premier Success Plan, you'll work directly with Salesforce experts who can help you get more value from your solution.

Success Management

You get access to a success manager who knows your business and your Salesforce solution. Your success manager can help you achieve your business priorities while following best practices to increase adoption and get more value from Salesforce.

Premier Accelerators

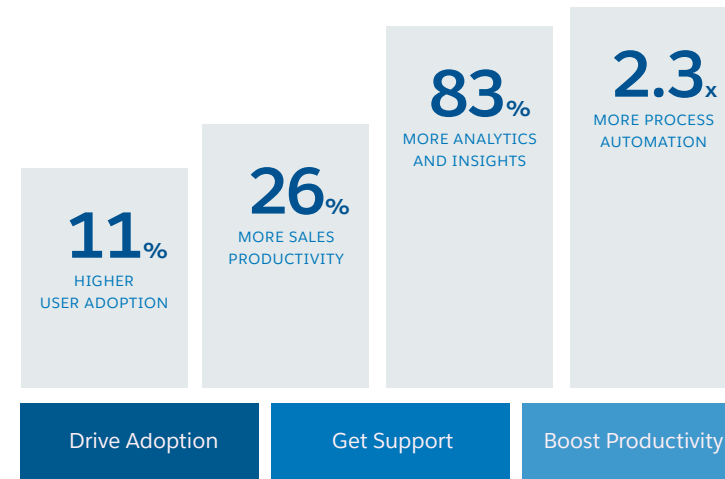
1-on-1 coaching sessions with Salesforce experts will help you take advantage of key capabilities – without taxing your team or requiring a major time commitment and scope of work. Our Premier Plans give you access to a library of nearly 200 Accelerators designed to solve a range of business requirements. We're continually developing and updating the library based on feedback from customers just like you, to help you get the help you need.

Some of the most popular Accelerators include:

- Getting Started: Sales Cloud: Fast Start:
- Getting Started: Salesforce Mobile: Platform Fast Start
- Getting Started: Lightning Platform: Lightning Configuration Faststart
- Review: Platform: Org Health
- How To: Service Cloud: Design Your Console
- How To: Pardot: Manage Leads

Our Most Successful Salesforce Customers Use Premier

Reported % increase over Standard Success Plan customers





Fix Issues Fast

Premier Success Plans help you resolve technical challenges quickly, giving you direct access to Salesforce experts and a quick response time.

24/7 Phone Support

Get expert answers from our skilled technical support team, 24 hours a day, 7 days a week. Our success agents staff 16 locations globally and speak 11 languages.

1-Hour Response Time

Get Support from an expert in the specific area you need help with. Response times are as fast as 1 hour for critical cases.

Developer Support

Get fast access to expert resources to help with Apex, API integration, AMPscript, and Visualforce code, so you can maximize admin and developer productivity. Our team of certified developers can help troubleshoot Salesforce error messages and make sure you're up to date with the latest Salesforce releases. They'll also analyze, debug and provide recommendations for code containing 200 lines or less.





Admin Assist

Boost productivity even further by handing off tasks to our team of certified admins. (Optional Upgrade)

Once you've implemented Salesforce, you can offload repetitive, time-consuming tasks to our team of certified Salesforce admins. Let us take care of things like setting up users, creating duplicate management rules, or building reports, dashboards, and workflows. Based on time saved with Admin Assist, customers regularly tell us that the Premier Success Plan virtually pays for itself.

Some of our most popular Admin Assist tasks include:

- Setup and customize roles and profiles
- Create custom and formula fields
- Build workflows, reports, and dashboards
- Import, update, and delete data
- Set duplicate management rules

"We needed to add 600 fields for an implementation. At the time we had 1 Salesforce admin for all 200+ of our users. This would have been impossible to complete alone."

*Melissa Grammatico
CRM Product Solutions Administrator*



Blaze Your Trail to Higher Adoption & Productivity with Premier on Your Side. Capitalize Account Executive.

Contact your account executive to learn how Salesforce Success Plans can help you succeed at every stage of your journey.

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