



How Signature Success Plans Support Salesforce Customers



Signature Support has your back.

Your customers count on you to be up and running all the time. Signature Support, a feature of the Signature Success Plan, is your on-call SWAT team that keeps your system online. With Signature Support, you get a designated team of experts that knows your Salesforce setup and proactively monitors your system for possible disruptions. Signature Support also offers 24/7 global support, preventative action, developer support, and troubleshooting assistance so you avoid disruptions that affect your customers.

We achieve this level of support and protect your bottom line with a tried and tested always-on methodology. This methodology, based on both proactive monitoring and restorative action within your Salesforce setup, ensures your customers have a seamless experience whenever they interact with your business.

Read through these stories to see how our customers have used Signature Support to keep their systems healthy, stable, and always available for their customers.

24/7

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LanguageLine trusts Signature Support for its critical platform support.

LANGUAGELINE'S CHALLENGE

LanguageLine is no ordinary Salesforce customer. Its real-time interpreter services operate 24/7, 365 days a year, and keeping the platform online can literally be a matter of life or death.

"We serve more than 25,000 customers, including law enforcement officials, 911 operators, and emergency room staff. They all depend on us, and if we're offline, lives are at risk," said Jeff Cordell.

LANGUAGELINE AND SIGNATURE SUPPORT

"We saw a 50% increase in performance with proactive support from our Signature Success support team."

Jeff Cordell, Chief Information Officer, LanguageLine





Improved API/Speed Routing
by More Than

50%

Average Production Support
Call Times Dropped by

40min

CHALLENGES

Experienced high latency in API response times, which impacted call-routing speed

Received inconsistent support for platform-specific questions

Needed faster response times for critical issues

Required the right Salesforce instance to support performance goals

SOLUTION

LanguageLine realized newfound speed, agility, and stability by choosing Signature Support.

RESULTS

Improved access to development and system support for internal engineers' bug fixes and system optimizations

Increased LanguageLine's confidence in rolling out new, unified communications tools, due to Signature Support standing by at all times

PRODUCTS AND SERVICES

Force.com

Sales Cloud

Event Monitoring

Premier+ Success Plan

Signature Support



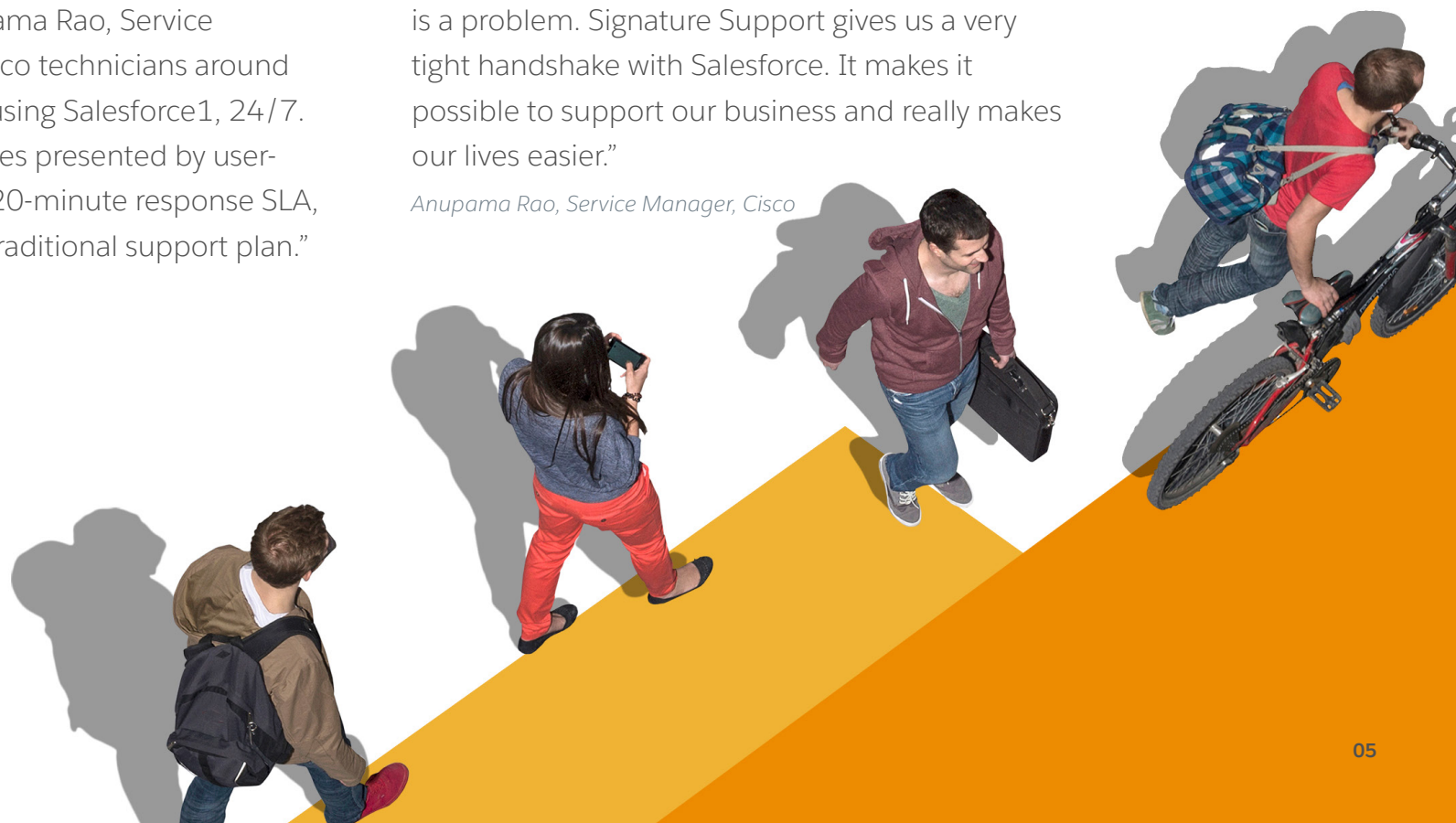
Cisco delivers on its promise to customers with Signature Support.

CISCO'S CHALLENGE

“When we began with Salesforce1, we had a very small user base,” said Anupama Rao, Service Manager at Cisco. “Now, Cisco technicians around the globe assist customers using Salesforce1, 24/7. In order to address challenges presented by user-base growth and meet our 20-minute response SLA, we needed more than our traditional support plan.”

“For customer-facing technicians, every disruption is a problem. Signature Support gives us a very tight handshake with Salesforce. It makes it possible to support our business and really makes our lives easier.”

Anupama Rao, Service Manager, Cisco





Improved Support and Developer
Team Productivity



Reduced Risk of Rollout Issues
or Failures

CHALLENGES

Meet internal service-level agreements (SLAs) through high levels of Sales Cloud availability

Ensure quality and timeliness of monthly deployments

Increase efficiency of platform development

SOLUTION

Signature Support keeps Cisco's vital Salesforce1 Mobile App environment always on through fast problem resolution and an integrated teamwork approach.

RESULTS

Assured ability to meet demanding, and potentially costly, SLAs

Reduced risk of rollout issues or failures

Improved support and development team productivity

PRODUCTS AND SERVICES

Sales Cloud

Premier+ Success Plan

Service Cloud

Signature Support

Partner Community



Signature Support helps ensure Comcast's sales team is always connected.

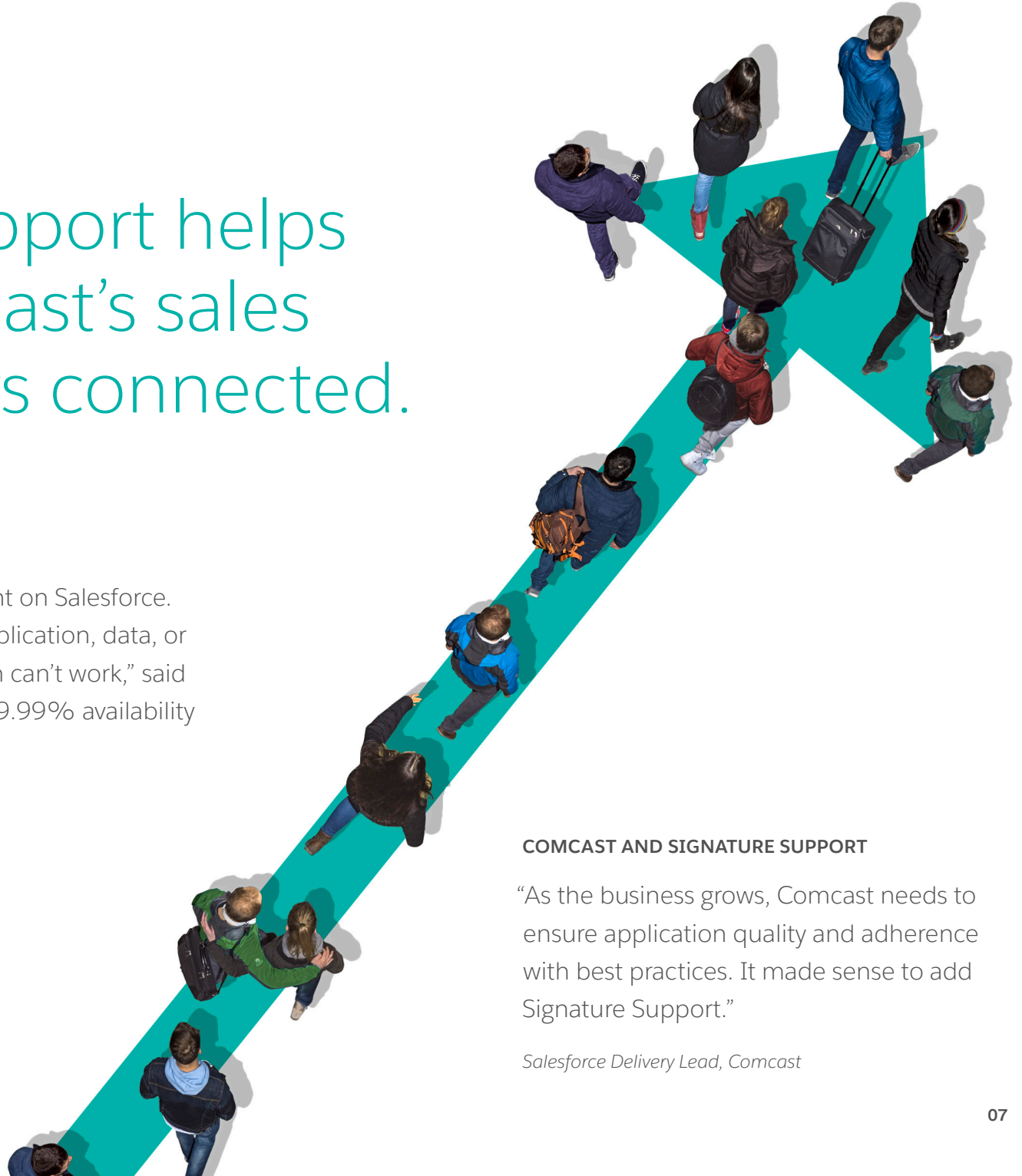
COMCAST'S CHALLENGE

Comcast's B2B sales team is dependent on Salesforce. That's not an overstatement. "If the application, data, or features aren't available, the sales team can't work," said Comcast's Salesforce Delivery Lead. "99.99% availability is paramount."

COMCAST AND SIGNATURE SUPPORT

"As the business grows, Comcast needs to ensure application quality and adherence with best practices. It made sense to add Signature Support."

Salesforce Delivery Lead, Comcast





**Increased Development
Efficiency**



**Reduced Monthly Release
Rollout Time by Three Hours**

CHALLENGES

Ensure 99.99% availability of essential sales environment

Continually improve environment efficiency and productivity

Streamline monthly release operations and reduce risk of failure

SOLUTION

Signature Support gives Comcast fast access to the expert information and assistance it needs to ensure the productivity of its ever-growing B2B sales team.

RESULTS

Elimination of release deployment failures

Reduced monthly release rollout time by three hours

Increased development efficiency through focused performance reporting

PRODUCTS AND SERVICES

Sales Cloud

Service Cloud

Radian6

Premier+ Success Plan

Signature Support



Intuit relies on Signature Support to keep it up and running during peak times.

INTUIT'S CHALLENGE

Intuit Inc. creates business and financial management solutions that simplify the business of life for small businesses, consumers, and accounting professionals. Its flagship products and services include QuickBooks®, Quicken®, and TurboTax®, which make it easier to manage small businesses and payroll processing, personal finance, and tax preparation and filing. During peak times, the system would be in danger of overwhelming Intuit's cloud, resulting in service disruption.

INTUIT AND SIGNATURE SUPPORT

"The proactive support and deployment assistance provided by Signature Support helped ensure a successful rollout of our Service Cloud solution, and provides the ongoing assurance of business continuity to protect our investments."

Shailendra Revankar, CRM Engineering Team Manager, Intuit





Maximizes Availability with
Proactive Monitoring



Minimizes Business Impact with
15-Minute Response Time on
Support Calls

CHALLENGES

Quickly deploy a robust cloud solution for CRM and sales team automation

Gain more responsive support to protect revenue streams and ensure end-user activity

Maximize availability of Service Cloud during surges of end-user activity

SOLUTION

Signature Support provides Intuit with expert technical guidance, proactive monitoring, and 15-minute response to support calls for maximum uptime of its Service Cloud solution – ensuring business continuity while protecting revenue streams.

RESULTS

Accelerated rollout of Service Cloud in just three months

Ensured a successful implementation and rapid user adoption, maximizing Intuit's ROI

Provides technical expertise and collaboration to ensure robust, highly reliable operation of Service Cloud

Mitigates business impact with 15-minute response time for rapid problem resolution

PRODUCTS AND SERVICES

Sales Cloud

Premier+ Success Plan

Service Cloud

Signature Support

Pardot



Our customers
love us.

9.26
Out of 10

Customer Satisfaction Score



A lot.

Signature Support provides a level of support that goes above and beyond. We offer hands-on assistance, personalized 24/7 monitoring, and fast response times that increase ROI and system stability. That's why customers like Akamai Technologies value Signature Support over traditional support.

"With traditional support, I feel like I am one of 1,000. With comprehensive support from Signature Success, I feel like I am one of one. They help fulfill our always-on needs and accelerate our time to value."

Paul Fernandes, VP of Application Services, Akamai Technologies, Inc.

Your customers depend on you. You can depend on Signature Support.

When your customers expect a flawless experience 24/7, you need a level of support that delivers. Signature Support provides stability, deep technical expertise, and personalized attention so you can focus on making your business as successful as possible.

If you'd like to learn more about how Signature Support can help your business, contact your account executive or click the button below.

