



How Mission Critical Support Keeps Salesforce Customers Up and Running.



Mission Critical Support has your back.

Your customers count on you to be up and running all the time. Mission Critical Support (MCS) is your on-call SWAT team that keeps your system online. With MCS, you get a designated team of experts that knows your Salesforce setup and proactively monitors your system for possible disruptions. MCS also offers 24/7 global support, preventative action, developer support, and troubleshooting assistance so you avoid disruptions that effect 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 MCS to keep their systems healthy, stable, and always available for their customers.

24/7

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LanguageLine trusts MCS for its critical platform support.

LANGUAGELINE'S CHALLENGE

LanguageLine is no ordinary Salesforce customer. Its real-time interpreter services operate 24 hours, 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, Chief Information Officer at LanguageLine.

LANGUAGELINE AND MISSION CRITICAL SUPPORT

“We saw a 50% increase in performance after getting proactive support from our Mission Critical 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 MCS.

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 MCS standing by at all times

PRODUCTS

Force.com

Premier+ Success Plan

Sales Cloud

Mission Critical Support

Event Monitoring



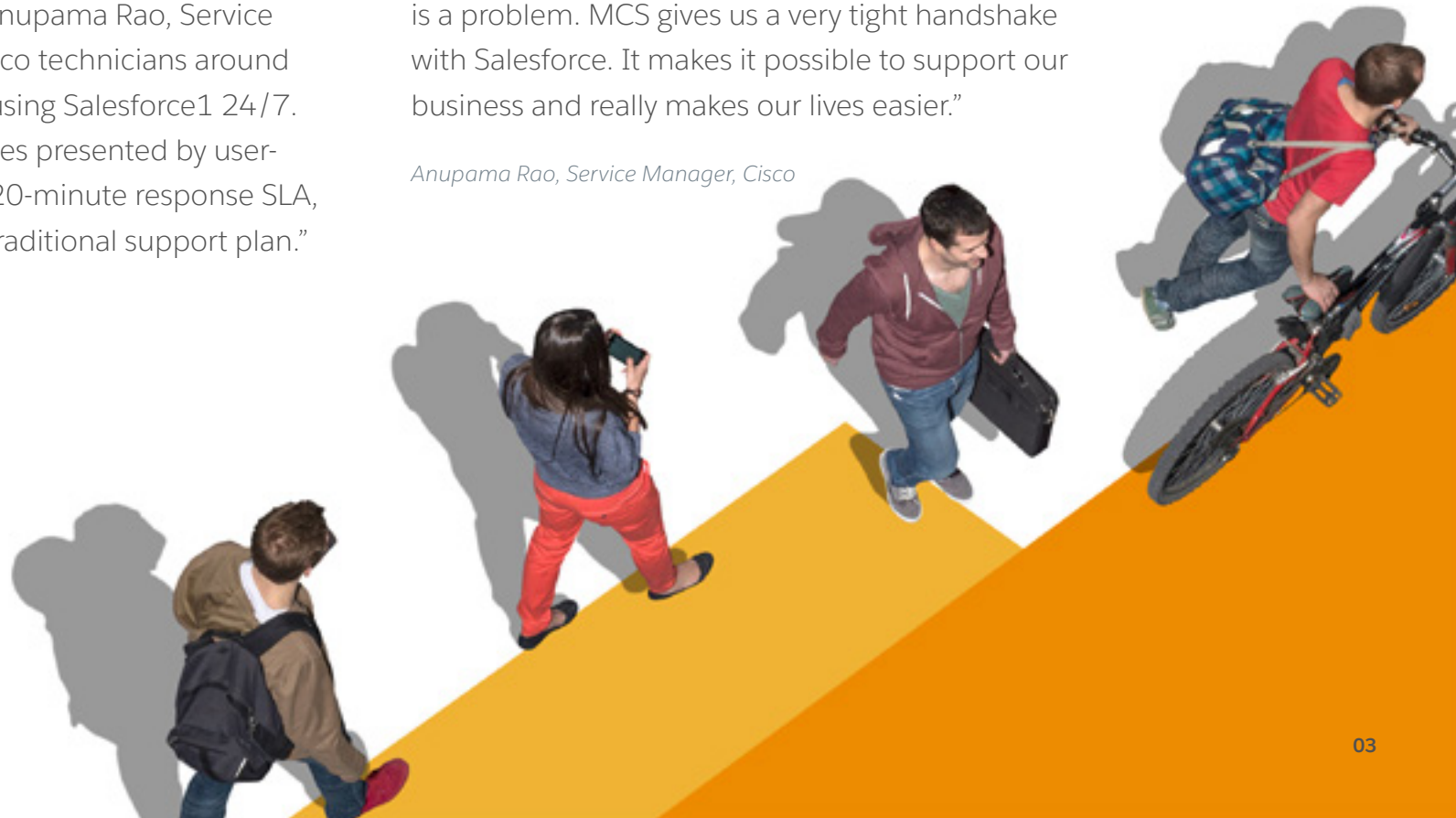
Cisco delivers on its promise to customers with MCS.

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. MCS 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

MCS keeps Cisco's vital Salesforce1 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

Sales Cloud

Premier+ Success Plan

Service Cloud

Mission Critical Support

Partner Community



MCS helps ensure Comcast's sales team is always connected.

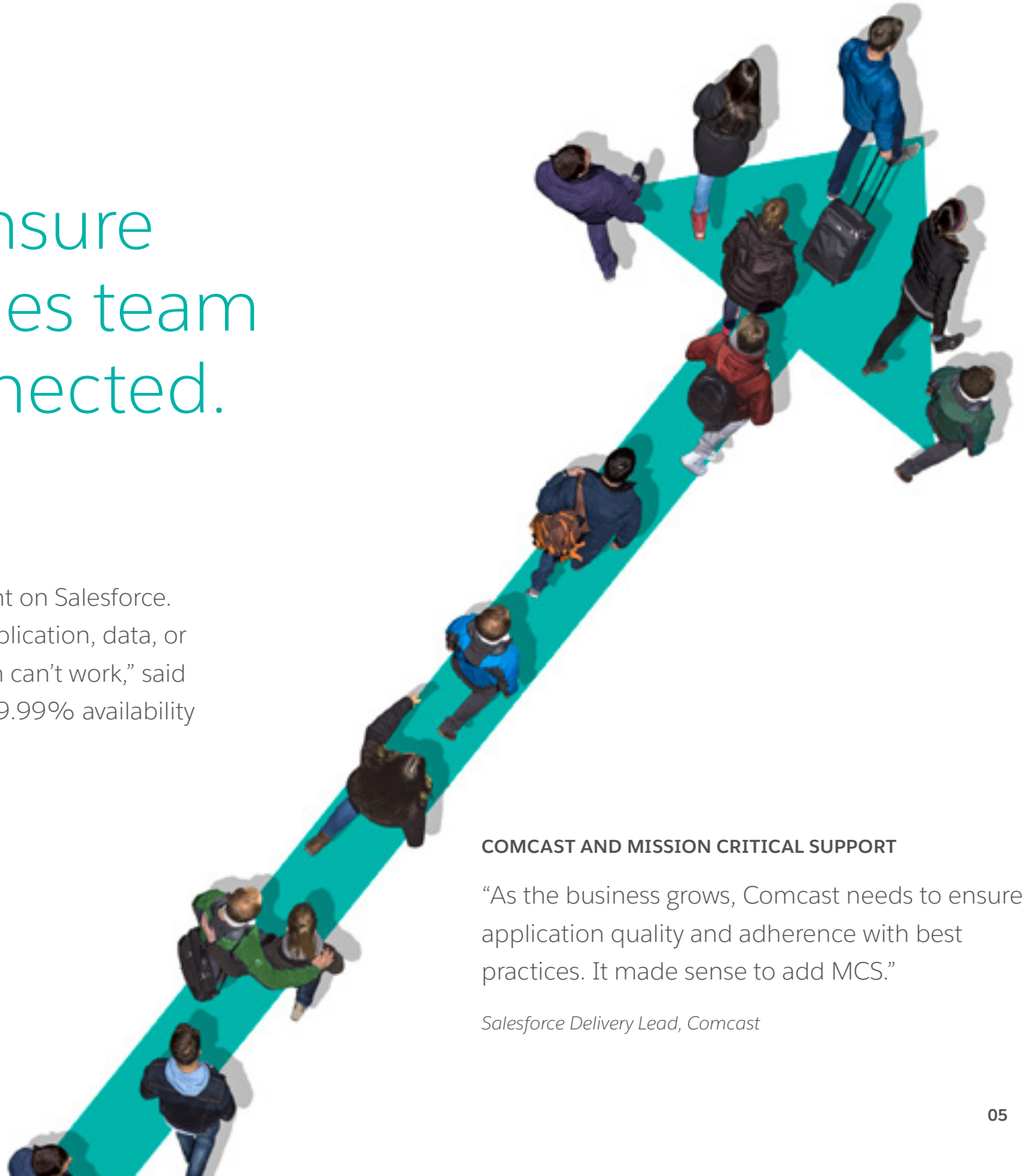
COMCAST'S CHALLENGE

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 MISSION CRITICAL SUPPORT

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

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

MCS 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

Sales Cloud

Service Cloud

Radian 6

Premier+ Success Plan

Mission Critical Support



Intuit relies on MCS 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 MISSION CRITICAL SUPPORT

“The proactive support and deployment assistance provided by MCS 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

MCS 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

Sales Cloud

Premier+ Success Plan

Service Cloud

Mission Critical Support

Pardot



Our customers
love us.

9.26

Out of 10
Customer Satisfaction Score



A lot.

MCS 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 MCS over traditional support.

“With traditional support, I feel like I am one of 1,000. With Salesforce Mission Critical Support, I feel like I am one of one. MCS helps fulfill our always-on needs and accelerates our time to value.”

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

Your customers depend on you. You can depend on MCS.

When your customers expect a flawless experience 24/7, you need a level of support that delivers. MCS 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 Mission Critical Support can help your business, contact your account executive or click the button below.

