Keep issues from disrupting your business, 24/7

salesforce cloud services

You can't afford interruptions to your business. Period. With Mission Critical Support, you have access to a designated support team that proactively monitors the health of your orgs to prevent business disruption and solve issues faster.

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

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

Key benefits of MCS:

Maximize Performance

As a MCS customer, you get designated, highly trained Salesforce experts focused on your business. Your support team knows your business inside and out, making it easier to resolve issues immediately and maximize your system performance.

Prevent Business Disruption

Your designated support team actively monitors your systems for possible issues, using their deep knowledge of your infrastructure to resolve problems before they disrupt your business. The only thing you and your customers should see is business as usual.

Accelerate Time-to-Value

Improve your code quality and streamline the development and deployment process with help from MCS. Our experts will help you get your products to market faster, so you see business value faster.

MCS Always-on Methodology

MCS Engineers employ a proprietary two-pronged methodology to partner with customers: proactive engagement to mitigate downtime risk and restorative engagement to accelerate issue resolution.

Proactive Engagement

Mitigate & Prevent

Recommend

Communicate & Alert

Assess

Monitor

Knowledge Capture

CUSTOMER CONTEXT

Objectives Alignment

Deployment Monitoring

Consistent Communication

Restorative Engagement

Rapid Response

Triage

Diagnose

Resolve & Restore

Analyze Root Cause

Get the highest level of support with these Mission Critical Support features:

Features & Details	Mission Critical Support
Designated Support Team	Yes
Primary Engineers Have Deep Knowledge of Customer's Org	Yes
Proactive Monitoring	Yes
Proactive Communications	Yes
Preventive Actions Based On Org Usage Trend Analysis	Yes
Priority Access to Salesforce R&D	Yes
Deployment Support*	Yes
Developer Support*	Yes (5000 lines of code)
Multi-party Bridge Line/Troubleshooting	Yes
Weekly Reviews & QBRs	Yes
Target Initial Response Times	Severity 1 (Critical): 15 minutes Severity 2 (Urgent): 1 hour Severity 3 (High): 4 hours** Severity 4 (Medium): 8 hours**
Root Cause Analysis	Yes
Hours of Operation	24x7x365
Method of Access	MCS Hotline 24/7
Length of Service	One-year and multi-year engagements
Alerts and Notifications	Patch Releases Emergency Releases Unannounced System Maintenance
Products Supported	Service Cloud Sales Cloud Marketing Cloud Community Cloud Platform & Apps Wave Analytics

Customers must have a Premier Success Plan to get Mission Critical Support. Learn more about what Mission Critical Support can do for your business. Contact your Account Executive to request additional information or schedule an in-person meeting. We'll help you find the solution you need.