PREMIER SUCCESS PLANS

MAXIMIZE YOUR SALESFORCE SUCCESS

salesforce success cloud

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Start your journey to success.

Starting your journey to success with Salesforce has never been easier. Premier Success Plans connect you with expert advice, comprehensive support, and exclusive communities and events to help you get up and running fast.

Success Resources

Get strategic advice and best practice recommendations to maximize your investment in Salesforce at every stage in your journey.

Communities and Events

Connect with Salesforce product managers, MVPs, and subject matter experts in the Premier Central community and monthly Expert Hour online events.

24/7 Support with Rapid Response

Resolve questions and issues with around-the-clock support coverage and a one-hour response for critical issues.

Increase Salesforce Adoption

Driving user adoption and productivity is critical to getting the most from your Salesforce investment. Premier Success Plans provide access to exclusive content and programs that make it easy to train your users and maximize adoption.

User Adoption Programs

Get access to Salesforce adoption programs covering topics such as jump-starting your mobile strategy and optimizing your business through automation.

Customizable Training Templates

Leverage customizable templates to deliver highly relevant training that increases user productivity – and saves you time on curriculum development.

Premier Online Training

Get access to the Premier training catalog of 130+ online training courses to boost your team's knowledge and productivity.

Grow your business

Ready to take your Salesforce implementation to the next level? With Premier Success, you'll get access to enhanced support features that increase your productivity, plus Accelerators – targeted service engagements designed to help you achieve business results.

Developer Support

Get code reviews, best practice advice, and help troubleshooting error messages with your Salesforce customizations.

Configuration Services[1]

Off-load routine administrative tasks like creating reports and dashboards and mass updating records so you can focus on more valuable projects.

Accelerators[2]

Get access to a comprehensive catalog of Accelerators that help you reduce costs, increase revenue, and get business insights.

1. Included with Premier+ Success
2. See more on reverse side

Features by Success Plan

Standard Success Plan

Online tools and support to get you started

Premier Success Plan

Success programs, technical support, online training, and access to Accelerators to build and sustain your success

Premier+ Success Plan

All the benefits of Premier, plus Admin Services to accelerate your success

P Premier Developer Support

Premier Developer Support, included with the Premier Success Plan and the Premier+ Success Plan, helps your developers extend the use of Force.com across all our products by providing clarity on APIs, best practices, and sample code.

CATEGORY	WHAT'S INCLUDED
Force.com code (Apex) and 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-supported Developer Toolkits (AJAX, Force.com migration, Force.com IDE, etc.)	• Salesforce error message troubleshooting • Toolkit best practices and recommendations

Accelerators: Real results, real fast

Get one on one prescriptive guidance from certified specialists

Supercharge your Salesforce instance and maximize your utilization of Salesforce features and functionality. Streamline business processes, gain business insights and drive productivity and adoption with best practices guidance from Specialists.

Over 1,000 accelerators delivered globally, with avg satisfaction score of 9/10

SOLVE KEY BUSINESS CHALLENGES

DRIVE PRODUCTIVITY AND ADOPTION

GET PERSONALIZED RECOMMENDATIONS

"Our overall return on investment is immeasurable, because we can't quantify the huge improvement to client experience. Salesforce Premier Success and Accelerators have been critical to our success–we couldn't operate without it." Christine Comer, Director of Client Services, HCPF

Sales

Getting started with Sales Cloud

Sales Cloud Dashboard

Sales Cloud Console

Sales Cloud Adoption

Service

Service Cloud Case escalation management

Service Cloud case assignment design

Service Cloud Dashboard

Service Cloud Macro Design

Apps and Platform

Org Health Assessment

Org Strategy Design

Configure process automation using Salesforce platform

Sandbox design

Talk to your Account Executive or Success Team to identify the right Accelerator for you!

Whether you're just getting started with Salesforce or looking to take your implementation to the next level, Premier Success Plans give you the tools and resources you need to maximize your success.

Learn more about Premier Success Plans at
http://www.salesforce.com/premier

Or talk to an expert today at 1-800-667-6389.

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