SALESFORCE SUPPORT AND UPGRADE SERVICES

Salesforce support and upgrade services from Synoptek are designed to assist customers with ongoing management, monitoring, proactive maintenance, and upgrade of their Salesforce instance.

With Synoptek as your Salesforce support and upgrade partner, you can make the most of your Salesforce investment.

Cost Savings

High-quality, scalable services at a monthly-subscription rate or an affordable one-time project rate

Experts On-Demand

Access to seasoned and certified Salesforce experts on demand

Technical Agility

Ability to implement, upgrade and troubleshoot faster

SUCCESSFULLY DELIVERED PROJECTS ACROSS THE ENTIRE SALESFORCE SPECTRUM

- sales cloud
- pardot
- marketing cloud
- service cloud
- CPQ
- field service lightning
- community cloud

WE OFFER A COMPLETE SUITE OF SALESFORCE SUPPORT AND UPGRADE SERVICES

1. System and Business Process Audit

- Enterprise environment analysis
- Salesforce configuration and utilization assessment
- Business process flow mapping
- System configuration and business processes gap analysis
- System upgrade, utilization, efficiency related recommendations
- Risks and threats identification
- Best practices recommendation and implementation

2. Technology Roadmap

- Relevant business objectives, processes and systems assessment
- Major systems improvements opportunities
- Project deployment plan and timeline development

3. Administration Support

- Database log management
- Notification clean-up
- Integration data template management
- Configuring changes
- System utilization monitoring
- Reports and dashboards

4. Maintenance and Upgrade

- 24x7 support
- 4-hours response window
- Troubleshooting
    - User issues such as server performance issues, application performance issues, database performance issues, and query processing
    - L2 and L3 troubleshooting
- Access management
    - Security rights support
    - Workflow administration
- Performance monitoring
- Vendor management
- Application upgrade assessment
- End-to-end application upgrade support

5. User Training

- Process walkthrough for end users and superusers
- Troubleshooting for user functional issues, configuration understanding, results validation

6. User and Data Management

- User and dashboard personalization
- Data template management
- LCS management
- Code management

WE HAVE FLEXIBLE PRICING MODELS TO SUIT YOUR UNIQUE NEEDS
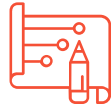
Managed Services Pricing Model

Predetermined monthly budget of hours/investment

Project-Based (T&M) Pricing Model

Pay only for the time and resources spent on the project

ABOUT SYNOPTEK

Synoptek is a global systems integrator and managed IT services provider offering comprehensive technology consulting, implementation and management services to organizations worldwide. Founded in 2001. Headquartered in Irvine, CA, we have offices and resources across North America and Asia. Synoptek's core focus is to provide maximum business value to our clients and to deliver unmatched service to every client, every time.

Discover more at www.synoptek.com, or connect with Synoptek on Facebook, Twitter, and LinkedIn.

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