



Success With Salesforce

(The Salesforce Managed Services Plan)



APPLICATIONS
FROM VISION TO PRODUCTION



It is undeniable that Salesforce has taken Customer Relationship Management to a whole new level. Today, a large number of Fortune 500 companies, large businesses and SME's have adopted Salesforce to expand their businesses and maximize return on investment. However, post implementation, Salesforce, like every new system, comes with its own set of challenges.

We completely understand the various challenges faced by a Small or Medium Business Enterprise like yours when working with Salesforce CRM. To help you resolve the issues, we have devised a "Success with Salesforce" Program as a part of our Managed Services Plan (MSP).

The "Success with Salesforce" is an on-going service plan to ensure that you fully leverage the vast array of features, updates, integration opportunities available in Salesforce as well as the flexibility of the Force.com platform to optimize your return on investment.

Our certified Salesforce.com Administrators are able to readily assess and recommend the right approaches to simplify and streamline your Salesforce deployment. We work side-by-side with business owners and subject matter experts to deliver a usable and scalable system that becomes a valued tool for expanding your business.



Success with Salesforce

Under our specialized MSP model, we offer:



Custom
Development



Customization



Support &
Training



Implementation



Integration & support for
end user adoption



Administration and
Configuration



Package Features	Salesforce Starter	Salesforce Standard	Salesforce Premium
Administration & Configuration			
User Administration	✓	✓	✓
Communication templates	✓	✓	✓
Email-to-case	✓	✓	✓
Web to Lead	✓	✓	✓
Profiles Management	✓	✓	✓
Role Hierarchy	✓	✓	✓
Data Security	✓	✓	✓
Customization			
Standard, Custom Objects & Fields	✓	✓	✓
Page Layouts	✓	✓	✓
Validations	✓	✓	✓
Workflow & Approvals	✓	✓	✓
Visual Workflows	✓	✓	✓
Custom buttons & Links	✓	✓	✓
Rollup & Formula Fields	✓	✓	✓
Reports & Dashboards	✓	✓	✓
Analytical Snapshots	✓	✓	✓
Data Management - Import & Export	✓	✓	✓



Communities	✗	✓	✓
*Force.com sites	✗	✓	✓
Managing Applications	✗	✓	✓
Advanced Approval Process	✗	✓	✓
Force.com Development			
*Classes	✗	✓	✓
*VF Pages	✗	✓	✓
*Triggers	✗	✓	✓
Integration			
Integrating Salesforce with other platforms	✗	✗	✓
Marketing Automation Integration	✗	✗	✓
Advanced Data Management	✗	✗	✓
Hours in package	20	40	60
Billed	Monthly	Monthly	Monthly
Time	1 year	1 year	1 year
Mobile			
Salesforce1 configuration	✓	✓	✓
Salesforce 1 Custom Applications	✗	✗	✓

Support			
Email	✓	✓	✓
Chat	✓	✓	✓
Phone	✗	✓	✓
Weekly Conference Calls	✗	✓	✓

* Depends on the extent of coding required on Force.com platform

** Costs vary based on scope of project



AppShark also offers a strong portfolio of solutions in Development and Integration such as:

- Mobile (Native, Hybrid) app development
- Web app development (Java, .NET, HTML5)
- Integration services
- Custom Cloud migration and deployment

Aside from our own teams of experienced developers, project managers, architects, DBAs, consultants, quality assurance testers and business analysts, we work with independent software vendors (ISVs), startups, Salesforce application developers, manufacturers and service providers using software as part of their business model or product solution.

AppShark has also designed customized Account Hierarchy and Lead Conversion packages which are listed on the AppExchange.

Product Development is another of our core strengths and our products include:

- Unified Broadcasting system (UBS) - a comprehensive message broadcasting solution that sends messages to different audiences based on the type and content of the message.
- OpenSMS - a unique way to send and track text messages to leads, customers and other contacts.
- Tablet 20 - a geo-location app designed to help sales teams and managers track location data and account visits for better visibility over mobile teams.



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About AppShark

Established in 2007, AppShark is a Salesforce Registered Consulting Partner with a customer satisfaction rating of 9.7 out of 10 on the AppExchange. In 2013, AppShark was acknowledged as a top Salesforce Consultant by Sourcing-Line.

With our headquarter is located in Dallas and the global development facility in Hyderabad, India, we offer both onsite and offsite/offshore project delivery models.