MANAGED SERVICE MATRIX

MS NPS Score of **59** for 2019

4C — a **wipro** company

FEATURES	RESOURCES	GOLD	SILVER	BRONZE
Admin & Consultancy — Our team of consultants will work to maintain and evolve your Salesforce. Your Release Manager will be on hand to meet with you regularly, provide best practice consultancy, help build your roadmap, design solutions and allocate the right resources to deliver them. The Delivery Team are responsible for building and testing your solutions. They're the technical experts for whom the platform has no secrets.	Release Manager & Delivery Team	✔	✔	✔
Salesforce Core Clouds — Our Managed Service team is highly experienced and certified on all of the Salesforce core Clouds; Sales Cloud, Service Cloud and Community Cloud. With 50+ certifications you can be rest assured we will be able to support all your core Cloud needs.	Consultants	✔	✔	✔
3rd Party Support — There are over 3000 products and solutions on the Salesforce AppExchange, which can be seamlessly integrated with the core platform. We offer support for the vast majority of these (examples include DocuSign eSignature & Conga Composer).	Consultants	✔	✔	✔
Backup — We'll make sure that there is a backup in place for your metadata from the get-go. This means that if any unexpected events occur, we'll be able to roll your system back to a time before anything had ever gone awry.	N/A	✔	✔	✔
Design — If you have any complex business requirements that need addressing our Design team will be available to you. Our Solution Architect and team of Business Analysts will work to understand your requirements and provide you with a full business and system solution.	Business Analysts & Solution Architect	✔	✔	
Hours Roll-Over (60 Gold, 40 Silver) — Our team are KPI'd on release utilisation and will always proactively reach out to you with suggestions on the best ways to utilise your time. However, if for any reason you don't use all your hours in a particular month, you will be able to roll them over to the following month, up to a maximum of 60 hours with Gold and 40 with Silver.	N/A	✔	✔	
Development & Integrations — Even though we always advocate configuration solutions first, they're more flexible and easier to maintain, sometimes code is the only way to achieve the exact desired outcome. Our Development team are available to build any improvements to your org that require coding as well as provide best practice advice and maintenance to existing code. They can also design and build any new integrations or support, troubleshoot and improve existing ones.	Developers	✔		
4C Practices (4C Specialists) — With our Gold package you will get access to every single specialist consultant in our company. At 4C we have specialist practices and consultants for Artificial Intelligence, Salesforce Marketing Cloud, Pardot, Salesforce CPQ and Contract Lifecycle Management (DocuSign SpringCM). If you need consultancy or maintenance for one of these products then we will allocate you the relevant resource.	Artificial Intelligence, Salesforce Marketing Cloud, Pardot, Salesforce CPQ, Contract Lifecycle Management (DocuSign, SpringCM & Conga)	✔		
1st Line Support — Our First Line Support team is available to deal with the day-to-day issues that arise. They'll reply to each of the cases you raise within 2 working hours and there's no limit to the number of issues you can log each month. The time taken to resolve these issues will not count against your consultancy hours*. *Subject to our fair usage company				

salesforce **PARTNER**