



FACT SHEET APEXON & SALESFORCE

# SALESFORCE MANAGED SERVICES

Maximizing the speed, agility, and ROI (Return on Investment) of your Salesforce investments



salesforce

## AS YOUR SALESFORCE IMPLEMENTATION EXPANDS, HOW DO YOU ENSURE YOUR ROI GROWS WITH IT?

Once your initial Salesforce instance is up and running, you can start to reap the benefits for your business. But as that implementation grows and you deploy additional features and modules, the management requirements can get very complex. You need more than an in-house Salesforce Administrator – not just to manage and maintain the platform, but also to take full advantage of its extensive capabilities and continue to add new value to the business.



## MAXIMIZE YOUR IMPACT & ROI WITH APEXON MANAGED SERVICES FOR SALESFORCE

Apexon's Salesforce Managed Services is an agile and scalable offering designed to continuously manage and enhance your platform deployment and maximize your ROI – without the need to dedicate full-time resources within your organization.

Our expert team provides comprehensive and ongoing support to help your business take full advantage of the platform's capabilities. In addition to our extensive experience with Salesforce applications, we also bring specific industry expertise along with Agile best practices.

## CORE SERVICES



Salesforce  
Administration



Continuous  
Enhancements



Data Quality  
Management



Change and Release  
Management / DevOps



Integrations - Proactive  
Monitoring and  
Troubleshooting



Salesforce Reports  
and Dashboards



Salesforce  
Governance



Manage  
FinancialForce PSA



Marketing  
Automation Support

## EXPERT SERVICES



Salesforce  
Roadmap Review



Salesforce Org  
Metadata Assessment



Access to Experts  
and Specialists

### ABOUT APEXON



Headquartered  
in Silicon Valley



Headquartered  
6,000+ Digital Experts



11 Global  
Delivery Centers



ISO 9000 and ISO  
27001 Certified



Salesforce Crest  
Partner



Salesforce Financial  
Services Cloud Accredited

### TIERED OFFERINGS

## APEXON SALESFORCE MANAGED SERVICES

	TIER 1	TIER 2	TIER 3
Basis of Engagement	Flexible capacity	Flexible capacity - plus	Fully managed
Dedicated Hours	100 hours / month	200 hours / month	By mutual agreement

Typical User Base	Up to 50 users	51 - 150 users	Above 150 users
Personnel Assignment	<ul style="list-style-type: none"><li>• Administrator / system analyst</li><li>• Junior developers</li></ul>	<ul style="list-style-type: none"><li>• Administrator / system analyst</li><li>• Junior developer</li><li>• Intermediate developers</li></ul>	<ul style="list-style-type: none"><li>• Engagement lead / scrum master</li><li>• Business analyst</li><li>• Technical lead</li><li>• Salesforce developers</li><li>• Quality assurance specialists</li></ul>
Coverage and Availability	Monday-Friday, 6:00 am to 6:00 pm EST	Monday-Friday, 6:00 am to 6:00 pm EST	a. 8 x5 b. 12 x 5 c. 24x5 d. 24x7
Response SLAs	1 business day or less	1 business day or less	Aligned to Customer SLAs
Resolution SLAs	Driven by customer priority and personnel capacity	Driven by customer priority and personnel capacity	Pre-defined SLAs to be followed
Off-Business Hour / Weekend Support	Not Included	Not Included	Optionally available
Support Coverage	<ul style="list-style-type: none"><li>• Incident queue monitoring</li><li>• Initial triage and response</li><li>• User and access management</li><li>• Provide hot-fix to declarative production issues</li><li>• Minor declarative enhancements only, with user stories of efforts up to 08 hours each</li></ul>	<ul style="list-style-type: none"><li>• Incident queue monitoring</li><li>• Initial triage and response of incidents</li><li>• User and access management</li><li>• Proactive monitoring of scheduled jobs</li><li>• Production defect triage and bug-fix (requiring code changes)</li><li>• Minor enhancements, with user stories of efforts up to 20 hours each</li><li>• Both declarative and apex customizations</li><li>• Proactive due-diligence of recurring production issues</li></ul>	<ul style="list-style-type: none"><li>• Incident queue monitoring</li><li>• Initial triage and response of incidents</li><li>• User and access management</li><li>• Proactive monitoring of scheduled jobs</li><li>• Production defect triage and bug-fix (requiring code changes)</li><li>• Due-diligence of recurring production issues</li><li>• Continuous enhancements - minor and maior (build and release sprints of two-weeks each)</li><li>• Both declarative and apex customizations</li><li>• Environment and sandbox management</li><li>• Requirement backlogs and delivery management</li><li>• Releases and sprint planning</li></ul>
Engagement Ownership	Customer managed	Customer managed	Apexon managed
Status Meeting & Report	Weekly	Weekly	Weekly
Point of Escalation	Predefined governance structure	Predefined governance structure	Predefined governance structure
Architecture Oversight	Bi-annual	Quarterly	Partially allocated
Org Health Check	Once yearly	Twice yearly	Once in quarter
Billing	Fixed price	Fixed price	Fixed price / T&M
Support Type	Remote	Remote	Remote / onsite
Pricing	\$ 7,500 / month	\$ 15,000 / month	SOW driven



# WHY APEXON FOR SALESFORCE MANAGED SERVICES

Apexon is one of Salesforce's leading technology services partners. We have a highly experienced Salesforce team that has delivered exceptional outcomes across industry verticals like Automotive and Manufacturing, BFSI (Banking, Financial Services and Insurance) and Healthcare.

**Our Salesforce Managed Service offering is based on six core tenets:**



Outcome-driven engagements based on business-specific KPIs (Key Performance Indicators) and SLAs (Service Level Agreements)



End-to-end Salesforce capability and ownership with a collaborative approach



Flexible and scalable teams across geographies



Transparent and metric-driven delivery



Quality-centric development



Simplified operating model



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[www.apexon.com](http://www.apexon.com)

FEELING SOCIAL?

