



Managed Services

Program Offerings

Provide the Support that Your Organization Needs to be Successful with your Salesforce Investment

Our Managed Services program is designed to optimize, manage, and evolve your investment in Salesforce. Achieve your business goals with the help of our expert team. To determine which division of our three-tiered program is appropriate for your organization, explore the details below or contact us!

CLASSIC

Recommended if you need short-term post-launch support and/or assistance in maintaining and administering your Salesforce instance.

Services Include:

- Salesforce Best Practice Guidance
- Training & How-To, Documentation
- Break-Fix
- Integration Support

ELITE

Recommended if you need to augment your Salesforce capabilities or functions to ensure your use of the Platform is not simply transactional, but strategic.

In Addition to the Classic Offerings, Services Include:

- User Administration
- Enhancements
- AppExchange Install & Configuration
- Business Capability Recommendations
- Salesforce Environment Management
- Version Control and Devops
- UX/UI Expert Usability Review
- Standard Reports & Dashboard

* A-La-Carte Options Available

Contract Term:
Minimum 6 months

Flex Team Optional
Flex Team Lead Time: 3 Weeks

5-10% Overage Hours

PREMIER

Recommended if you need a dedicated team of proactive subject-matter experts to strategize and innovate across a multi-cloud environment and maximize ROI.

In Addition to the Classic & Elite Offerings, Services Include:

- UX/UI Accessibility Testing
- UX/UI - A/B Testing
- Tableau & Einstein Analytics
- Data Hygiene & Data Management
- Backlog Creation
- Salesforce Release Readiness
- Release & Change Management
- Security Audits
- Office Hours

* 24/7 Support Available A-La-Carte

Dedicated Team

Contract Term:
Minimum 6 months

Flex Team Optional
Flex Team Lead Time: 3 Weeks

5-10% Overage Hours

Contact Us Today! 610.530.7200 | info@trifecta.com

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