

ABOUT



Simplus exists to make complex things simple.

THAT'S WHAT WE DO.

OFFERINGS

- Business Transformation Services
- Strategic Managed Service
- Change Management
- Data Integration
- Implementation Services

PRODUCTS

- Data Cloud
- Revenue Cloud
- Sales Cloud
- Service Cloud (FSL)
- Community Cloud (Experience Cloud)
- Commerce Cloud (B2B, B2C)
- Marketing Cloud
- Pardot
- Industry Clouds
- Sustainability Cloud
- DocuSign CLM
- Subscription Management

INDUSTRIES

- Communications and Media
- Education and Government
- Financial Services
- Healthcare and Life Sciences
- High Tech/ SaaS
- Manufacturing
- Professional Services
- Retail and Consumer Goods
- Travel, Transportation, and Hospitality
- Utilities and Energy

SALESFORCE STRATEGIC MANAGED SERVICES

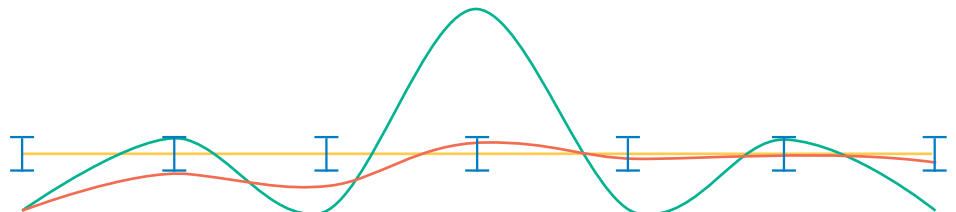
WHO Simplus Strategic Managed Services is the practice dedicated to ongoing success and maintenance even after project go-lives. Whether it's maintaining, improving, or monitoring, thinking about your long-term application management strategy is key to keeping end users productive. Strategic Managed Services provides named practitioners experienced in the full Salesforce product suite and platform customizations straight to your organization for end-to-end operational mastery.

WHY Leverage Strategic Managed Services for your Salesforce instance?

- Staffing can happen within weeks (not months)
- Predictable monthly cost
- White glove service from a highly capable, named team
- Leverage your internal existing strengths for long-term success
- Consultants can work whatever hours are required (US and other times zones)
- Reduced cost and increased flexibility and scalability to help drive DevOps projects forward
- Flexible, friendly contracts

STRATEGIC MANAGED SERVICES METHODOLOGY

HOW Simplus Strategic Managed Services provides a monthly contract for embedded resources as part of your project team. With resources allocated at 50 or 100% capacity, contracts are overstaffed with named, shared resources. As service spikes, allocation of named resources is increased. Resource utilization flexes in near real-time based on consumption needs with no additional fees.



CORE

Named resources deliver against normal service demand.

CORE

Allocation per resource is increased to handle spike.

CORE

Delivery returns to normal levels.



STRATEGIC MANAGED SERVICES CAPABILITIES



MAINTAIN SUCCESS PLAN

Leverage named resources for ongoing maintenance of your Salesforce instance. With a focus on maintaining business user productivity, we provide administration and break/fix support for your campaign-to-cash solution—daily, weekly, or monthly basis. This includes seasonal update analysis, sandbox management, QA as a service, and open door policy for any and all questions.



IMPROVE MICRO PROJECTS

Get moderate to large enhancement work in flight with micro projects. From minor enhancements to change request management and seasonal update optimization, micro projects are a great way to ensure your Salesforce instance stays relevant, user-friendly, and generate revenue.

*Must have active Success Plan



MONITOR AUDIT/CHECKUP

Multi-day engagements that prioritize a deep dive on technical best practices for your Salesforce instance. Whether adoption, system, or custom monitoring, we analyze the health of your system and suggest preventive measures to improve how the system is used for long-lasting success.

*Must have active Success Plan

LET'S CONNECT AND CHAT MORE



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