

# Salesforce Success Partner

Our clients use our services for the following:

## Service Cloud & Salesforce Field Service

- Service Cloud Implementation & Optimization
- Salesforce Field Service (FSL) Implementation
- Mobile Workforce Enablement (Customer & Agent Apps)
- Service Cloud & FSL Integration
- Service Operations Managed Services

## Certinia PSA (Professional Services Automation)

- PSA Configuration & Enablement
- Data Management & Process Optimization
- Reporting & Analytics (PSA Dashboards)
- Security & Compliance Alignment
- Ongoing PSA Support & Enhancements

## Certinia ERP (Financial Management Cloud)

- Accounting & Financial Reporting
- Services Revenue Management
- Subscription & Usage-Based Billing
- Financial Planning & Analysis (FP&A)
- ERP Analytics & Reporting

## Salesforce Einstein & Agentic AI

- Einstein Use-Case Identification
- AI Configuration & Enablement
- Einstein + Service Cloud + Certinia Integration
- Agentic AI Design & Orchestration
- Autonomous Case, Billing & Ops Workflows
- AI Governance & Managed Services

## Custom Development (Salesforce Platform)

- Business & Requirements Analysis
- Custom Salesforce Flows
- Custom Apex Development
- Automation Logic & Triggers

PLATINUM  
MANAGED SERVICES

**\$70/hr**

**\$7,000 per month**  
100 hours  
Term- 12 months  
Extra Hours at  
**\$85/hour**

GOLD  
MANAGED SERVICES

**\$75/hr**

**\$3750 per month**  
50 hours  
Term - 12 months  
Extra hours are bill at **\$85/hour**

IMPLEMENTATION/  
PROJECT

**\$120/hr**

\*Managed Service packages based on 12-month contracts.  
All rates are subject to terms and conditions.