

Support Packages

Salesforce Administration, Maintenance & Support

3 Options

- Pre-paid bucket of hours
- Maintenance Packages
- Pay-as-you-go

OUR SERVICES

 Salesforce Consulting

 Salesforce Implementation

 Salesforce Development

 Maintenance and Support

CONTACT US:

CALL:
[\(617\) 500-7966](tel:(617)500-7966)

EMAIL:
info@leedssource.com



ADDRESS:
LeedsSource, LLC
60 Cedarcrest Rd
Canton, MA 02021

Pre-Paid Support Hours

Option 1

SUPPORT
PACKAGES



Salesforce Maintenance & Support - Flex Hours

HOURS	RATE	TOTAL
20	205	\$4,100
40	201	\$8,200
60	198	\$11,880
80	193	\$15,440
100	188	\$18,800
120	185	\$22,200

*All hours expire after 24 months

Pre-Paid Hours

Compare

Service Plans

Pay-as-you-go

Maintenance Packages

Release Update Management and Consulting Plans

2 Options


- **Maintenance Retainer I**
- **Maintenance Retainer II**

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Salesforce Maintenance Retainer Plans

Having Salesforce subject matter experts on hand is **crucial** to support the day-to-day operation of your Salesforce environment. With our maintenance retainer plans, our consulting team will take care of managing all Salesforce release updates to keep your environment running smoothly each month.

An added benefit is the consulting/implementation hours available to use each month. As a customer, you'll have access to all the resources in our agency such as advanced tools, solution architects, consultants, and engineers to assist you with all Salesforce issues.

Reduced Risk | Fixed Low Cost | Deep Resource Access | Peace of Mind

Retainer Packages

You can use this service for:

- Data loading & Cleanup
- Reports & Dashboards
- Training & Troubleshooting
- Best Practices & Help
- Managing Updates
- Document Creation
- User On/Offboarding
- Custom Development
- Salesforce Consulting
- Implementation Work

Managed Service Plans

Option 2

RETAINER
PACKAGES

Monthly Maintenance Retainer Plans

SERVICE PLAN	MONTHLY RETAINER	DESCRIPTION
I	\$800	Plan I Includes Full Management of Salesforce Release Updates and <u>Two</u> Hours of Consulting/Implementation each month.*
II	\$1500	Plan II Includes Full Management of Salesforce Release Updates and <u>Five</u> Hours of Consulting/Implementation each month.*

*Hours reset each month.

*Request full details.

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Pay-as-you-go

Option 3

SUPPORT
PACKAGES



Pay-as-you-go: Salesforce Maintenance & Support

Fixed Rate: \$215 per hour

Administration, Maintenance, Support

Includes access to:

- Salesforce Administrators
- Dedicated Support Team
- Technology Experts

Pay-as-you-go

[Compare](#)

Pre-Paid Hours
Service Plans

Compare Rates

SUPPORT
PACKAGES

PLAN	RATE	DESCRIPTION
<u>PRE-PAID BUCKET</u> (SUPPORT)	PER HOUR: 185-205	20 HOUR BLOCKS, BULK RATE DISCOUNTS
<u>MAINTENANCE</u> (SUPPORT)	PER MONTH: 800 - Plan I 1,500 - Plan II	FIXED MONTHLY COST, TWO AVAILABLE PLANS, CONSULTING HOURS INCL.
<u>PAY-AS-YOU-GO</u> (SUPPORT)	PER HOUR: 215	FLAT HOURLY RATE, NO COMMITMENT

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