

# 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](mailto:info@leedssource.com)

The logo for LeedsSource, featuring a stylized 'L' icon followed by the company name in a bold, sans-serif font.

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

## Pre-Paid Support Hours

Option 1

SUPPORT  
PACKAGES

## Salesforce Maintenance &amp; 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

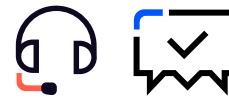
You can use this service for:

Retainer  
Packages

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

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