Services available at hourly rate.
Salesforce Configuration – using the administrator tools available in "Setup." Examples of work that can be performed at this rate are configuration of native tabs (e.g. Leads, Accounts, Contacts, Opportunities, Products, Quotes, Cases, Solutions, Campaigns), creation of custom objects and report types, analytics (reports and dashboards), assignment rules, escalation rules, web-to-lead, Salesforce for Google AdWords, workflow rules and actions, approval processes, self-service portal, email-to-case, public knowledge base, validation rules, page layouts, custom fields and formulas, activities, mail-merge and email templates, org-wide security and role hierarchy, user administration and custom profiles, customer or partner portal, Salesforce to Salesforce connections, consoles, and record types. If you did not see your need covered in the list above – please ask!
Consulting – providing best practices around configuration approaches and maximizing the Salesforce.com data model. Delivering feedback and guidance on implementing solutions that support business processes, analytics and drive user adoption. Facilitating discussions with project stakeholders to drive consensus while reinforcing the overarching business objectives of the client.
Project Management – communicating and educating internal stakeholders as to the phases of the project and their objectives, along with the creation and maintenance of a project plan (i.e. identifying key milestones, tasks, dependencies, and deliverables).
Training – including one-on-one, end-user or administrator training, creation of Salesforce training materials (delivered in PowerPoint).
CRM Evaluation – educate clients on how best to leverage Salesforce.com to maximize their CRM investment. Map existing business processes to Salesforce CRM functionality and recommend which license option (i.e. Group, Professional, Enterprise, or Unlimited) is best suited for your business
AppExchange deployment – installing and configuring packages from AppExchange.com

Custom development – writing Apex code, custom buttons, triggers, Sandbox environment testing or deployment, legacy code bug-fix work, custom user interface (Visualforce), batch jobs, Workflow WSDL
Integrations – connecting Salesforce with third party systems and web services development
Data work – data analysis (field usage), data mapping, cleansing / de-duplication, data migration (exporting records out of a legacy system and importing into Salesforce.com, or, Salesforce to Salesforce migrations)
Documentation – Technical and Salesforce org configuration

Fixed Fee Pricing
Fixed Fee Pricing for Salesforce configuration and implementation services are available upon request but will require one or more scoping meetings with one of our consultants. All other services such as training, documentation, integrations, data work, and custom development are only available on a Time & Materials basis.

Quick Start Package
Are you new to Salesforce CRM, or an existing customer that is struggling with how Salesforce is configured "out of the box?" A **Quick Start Implementation Package** is a 25 hour engagement that is well suited for a small business looking for a rapid deployment with a single group of users (e.g. a sales team) working in the **Professional Edition** of Salesforce.

Key Benefits:

- Up and running in a few short weeks – a fast track deployment
- Guidance and expertise on how to best leverage Salesforce CRM to support your business processes, and avoid costly mistakes
- End-user centric training, with hands-on examples that drive adoption
- Implementation of best practices around usability and data quality
- Reporting and analytics that provide visibility to your key business metrics
- Designed for Professional Edition deployments

What's included?

Discovery Session (4 Hours)

Using a structured agenda, our consultants will facilitate a requirements gathering session to quickly learn how your business markets and sells. We'll uncover what information you'd like to track in Salesforce as well as how your team interacts with customers and prospective clients. Lastly we'll capture requirements around how you want to measure your business so that Salesforce is able to track your success though reports and dashboards.

Salesforce.com Configuration (10 Hours)

Once we've learned your vision, our consultants will then configure Salesforce to support your selling methodology while making it quick and easy for your users to enter and update records. We'll sweat the details to make sure that Salesforce is optimized to provide your users the best experience possible. If we can reduce frustration and make their job easier – you'll have adoption and a great return on your CRM investment. That's our goal.

A Quick Start implementation includes configuration of the following CRM components:

- Home Tab
- Leads
- Accounts & Contacts
- Opportunities
- Activities (Tasks, Events and Email)
- Analytics (12 custom reports and 2 dashboards)

Configuration Review Meeting (2 Hours)

At this milestone meeting we will present the configuration for your review and feedback. At this stage we'll have Salesforce 90% configured, but final changes can still be incorporated as needed. We'll demonstrate how your team will work in the Sales Cloud – managing information and tracking interactions with your customers.

Creation of Reports and Dashboards (3 Hours)

As a business manager, visibility to your company's data is critical. You need to know the health of your sales pipeline, progress towards quotas and individual rep contributions in real time – not when it's too late. Once the configuration has been completed, we'll configure two dashboards comprised of 12 custom reports.

Creation of Training Materials (2 Hours)

Cloudgamut.com will tailor a training presentation in MS PowerPoint that reflects your business processes using screenshots from your configured Salesforce.com instance. Presentations will be ~ 40 slides in length and will be archived inside your Salesforce org for you to keep as a reference and to use to train new employees.

Delivery of End User Training (4 Hours)

It's time to go-live! You provide the room (with internet access and computers for participants) and we'll provide the evangelism and expertise to guide your team to success. We'll cover key concepts, how Salesforce manages data, and best practices on quickly finding, creating and updating records. We'll show your end users "WIFM" (what's in it for me) – how Salesforce can make them more productive and successful. Participants will have hands-on exercises to reinforce business processes and drive adoption.

Included Features

- Certified resources
- Self-service support Training
- Dedicated manager
- Exclusive events 24/7 phone support
- Configuration services
- Developer support Predictive intelligence-based recommendations and proactive monitoring
- Advanced developer and deployment support