

SUPPORT SERVICES

Company Highlights

- Salesforce.com partner since 2008
- Focus on CRM Consulting - Salesforce.com, Microsoft Dynamics CRM Online, Zoho CRM
- Extensive Enterprise CRM Experience in Implementation, Integration, Migration and Support
- Salesforce.com Silver Cloud Alliance Partner
- Over 50 Salesforce.com Consultants
- Over 500 successful IT engagements
- Customers in North America, Europe, Asia Pacific, Australia

Expertise

- Sales Cloud
- Service Cloud
- Marketing Cloud
- Pardot
- Force.com Platform
- Salesforce.com Communities
- Salesforce.com Chatter

Key benefits

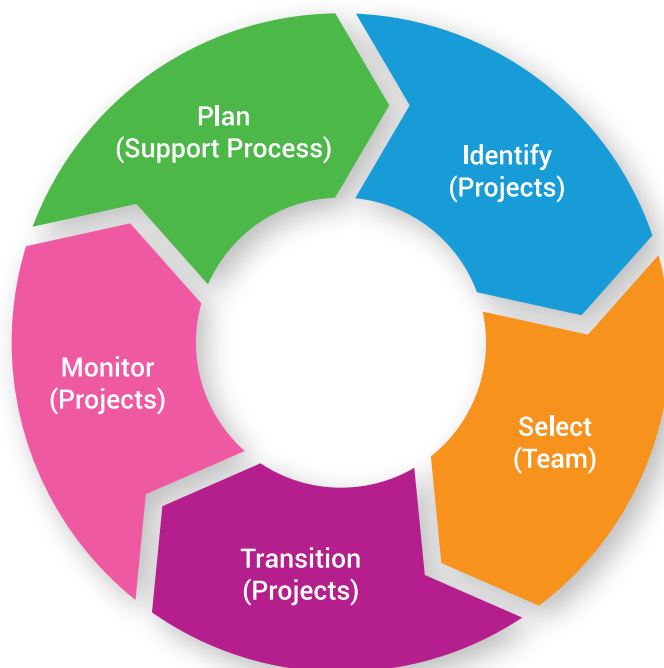
- Reduce support cost by up to 40%
- Increase efficiency/faster turnaround
- Accountable project management with defined service levels
- 24x7 dedicated global support
- Effective management of changes and risks
- Proven Service levels of Support - High Customer satisfaction score of 9.4/10 & 5 star client reviews on AppExchange
- Support for Global deployments – multi lingual, multi country
- On time, On budget

Salesforce.com Support Services

CRM Implementation is not just a one time activity – ongoing maintenance, support and enhancements are as important as initial implementation. Salesforce.com is one of the crucial investments - Effective on-going Support goes a long way in ensuring continued success of your CRM solution. Considering the budget constraints that businesses have - it is important to find the right support partner.

DhruvSoft offers the entire range of Salesforce support, enhancements and maintenance services.

Our Salesforce.com support consultants provide support for administrative and development issues. We offer services based on Service Level Agreements ensuring high quality of service for our clients.



Transition support with Dhruvsoft's
Rapid Support Transition Cycle

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Salesforce.com Monitoring

We offer continuous monitoring of your Salesforce.com deployments to identify the potential issues in advance. Pro-active Monitoring and resolutions ensure continued uninterrupted availability of services, minimizing / eliminating downtime.

Salesforce.com Maintenance

Our Salesforce.com Maintenance service include day to day administration services like organization management, user management, data & application security, declarative customization, report and dashboard building, data management, installation of managed & unmanaged packages, end user support, backups and other ongoing tasks. We continually strive to provide value added services of improvements that will enhance user experience.

Salesforce.com Enhancements

Many times, Salesforce.com Enhancements are required to meet the new business challenges. We bring extensive experience in planning and executing the Salesforce.com Enhancements in existing implementations, which help applications to continually meet expectations of end user delight.

Salesforce.com Help Desk

Use our Salesforce.com Help Desk services to improve

the End-user adoption by offering high quality and timely service. Our end user training and help desk support services with defined Service Level Agreements (SLAs) ensure on-going success of our client projects.

Salesforce.com Support Models

On Demand Services

With our on-demand service you can engage us for any one time or ad-hoc support need. This model offers you the flexibility to engage us for a range of services from just creating a report to carrying out a major enhancement.

Annual Maintenance Contract Services

The Annual Maintenance Contract (AMC) is an ongoing support model with a monthly commitment.

Dedicated Resource

The dedicated resource model is apt for you if you are looking for a dedicated resource for your business on an ongoing basis.

Managed / Strategic Support

Managed / Strategic Support is for large scale ongoing support needs with multi-resource, multi-year contract.

Power is having the right support partner



About

Dhruvsoft is a Salesforce.com Consulting Partner offering CRM Implementation, Custom Development, Integration, Global Deployment and Support Services. Our proven engagement model assures Quality, On-time and Cost-effective Global Service Delivery.

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