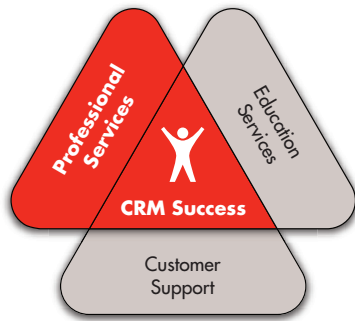


Successforce Professional Services

QuickStart Assist and Optimize

- Small Businesses
- Medium-sized Business
 - Large Businesses
 - Very Large Organizations



“Through the QuickStart Assist service, Professional Services configured our application and created dashboards within a week so I could better manage my business. If we did it ourselves, it would have taken us months before using the application properly.”

— President
Robert Schwartz
Plastic Surgery

Tangible Results, Faster ROI

Nothing is more frustrating than waiting months or years to see a return on a business investment—especially when something is as important to your business as customer relationship management (CRM). With salesforce.com and our professional services team, the wait is over.

Based on customer research and thousands of successful Salesforce deployments, we have created our QuickStart family of services. These services will help you begin to achieve a return on your investment in less than five days with our award-winning, on-demand CRM solution.

Designed for small business customers and pilot implementations **with less than 50 users**, QuickStart Assist and QuickStart Optimize are tailored to support your unique organizational requirements for your **single** most important business process. Our business analysts map solutions that address your problems and accelerate business processes and productivity.

QuickStart Benefits

- :: Dramatic improvements in a short period of time
- :: A road map to help you meet future business needs
- :: Higher end-user adoption and more efficient use of your CRM investment
- :: Knowledge transfer to help you implement or further optimize your solution on your own
- :: Metrics to help you manage your business

The QuickStart family of services includes:

- :: **QuickStart Assist:** A remote or onsite service that helps new customers configure the application to address their key business processes
- :: **QuickStart Optimize:** A remote or onsite service that helps existing customers configure the application to address their key business processes

QuickStart Assist	QuickStart Optimize
<p>QuickStart Assist is designed to help you deploy an ideal set of salesforce.com functionality to your user community. The program is for new customers who need expert assistance with the initial set up of the application to support their critical business processes. While not designed to be a comprehensive implementation, the program allows our customers to prioritize the consultant's time on the most valuable aspects of the CRM deployment.</p>	<p>QuickStart Optimize is designed to unlock unused functionality in your existing salesforce.com deployment and increase user productivity. It is for existing customers who need enhancements to their current application setup or want to extend their use of salesforce.com to new areas, such as our customer service and support application, Service and Support.</p> <p>We use best practices to configure solutions for optimal performance—and do so in a set amount of time. You'll have the ability to prioritize your most important needs first, as this is not a comprehensive reimplementation.</p>

For Additional Information

To find out how you can accelerate your CRM success with QuickStart services or for our Professional Services expertise on more complex projects, contact your account executive.

“The executive dashboards that salesforce.com Professional Services developed helped us report more useful information, drive sales executive adoption, and achieve our return on investment in half the time than if we tried to do it on our own!”

— Revenue Manager
SuccessFactors
(performance management solution provider)

Pricing

For Professional Edition customers that need to deploy a single business process, we recommend the remote QuickStart Assist or Optimize, which is delivered in three days.

For Enterprise and Unlimited Edition customers that need to deploy a single business process we recommend the on-site QuickStart Assist or Optimize, which is delivered in four days.

QuickStart packages will be delivered in consecutive days that are agreed upon by consultant and customer. Travel-related expenses are not included in these costs.

Delivery Method	Price (US\$)
QuickStart Assist or Optimize - Remote (recommended for Professional Edition)	\$5,500
QuickStart Assist or Optimize - On-site (recommended for Enterprise and Unlimited Edition)	\$8,500

Deliverables

All QuickStart packages include the following:

- :: A one hour project kickoff call to coordinate project logistics for the solution design workshop;
- :: A solution design workshop (maximum 4 hours);
- :: Application configuration based on priorities determined by salesforce.com and the customer;
- :: Post-configuration solution review session;
- :: Scenario-based training (for up to 25 users);
- :: For remote projects, a two-hour Web-based training session;
- :: For onsite projects, either two 2-hour Web-based training classes or one 4-hour onsite training class;
- :: A knowledge transfer document designed to capture the customer's basic business process and recommendations for additional module deployments or configurations not covered in the QuickStart service; and
- :: A best practices training presentation.

The rapid timeline of these programs will limit the amount of functionality deployed. QuickStart services are not designed to support advanced deployments including customizable forecasting, complex workflow, AppExchange configuration, data migration, or complex reports or dashboards.

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