



JUMPSTART

Nobody jumps out of a plane for the first time without a professional strapped to their back!

You've made a great decision to use Salesforce.com to connect with your customers in a whole new way. As you prepare to launch, you probably want to hit the ground running with a quick implementation that sets up your team for long-term success.

That's where JumpStart can help! With this quick and easy implementation service, you'll receive a tailored setup, expert guidance by a US-based Salesforce-certified JumpMaster and options for ongoing support by our US-base staff. Your JumpStart implementation is designed to get you up and running on Sales or Service Cloud in a mater of days or weeks - so you can speed your time to value with Salesforce.

JumpStart is all about reducing risk, getting Salesforce working for your business faster so you can see a return on your investment right away. Our process includes:

- Initial consultation to ensure your project is right for a JumpStart. If not, we'll give you options.
- Meeting with your US-Based Salesforce-Certified JumpMaster to review requirements and design
- Implementation our proprietary 150-Steps Configuration of Salesforce to level-set your license with best practices for small to mid-size business needs
- Customization of Salesforce per your requirements.
- A review and training session
- Customer Satisfaction Review

JumpStart for Sales and Service: \$5,000 paid online at salesforcejumpstart.com. Support contracts are available for the term of your Salesforce contract.

A JumpStart is a 20-hour budget program assuming basic configurations, data imports using standard import templates. It does not include any subscription costs for third-party apps, or license costs for additional Salesforce licenses. Anything outside the scope of a JumpStart will be identified before you Jump, or while working with your dedicated JumpMaster.



Jumping is one thing, taking care of your equipment when you land is just as important! JumpStart offers a comprehensive US-based support plan with options for 5, 10 and 15 hours per month support agreements with 1, 2 and 3 year discounts.

The Combo-Package!

If you sign up for a Support Agreement, you have the option to spread the JumpStart \$5,000 upfront cost over that period. Get started with no upfront cost and have a great instance of Salesforce and security knowing you have dedicated support with a JumpMaster that knows you and your business. See more at salesforcejumpstart.com

JumpStart is a division of AvidéonCRM LLC., Salesforce Certified Partner.

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Sales Cloud and Service Cloud JumpStarts

How Sales Cloud Jump Start Works



How Service Cloud Implementation Jump Start Works



Price

\$5,000 USD (20 hours delivered by your expert)
Price may vary by location. Ask your JumpStart Business Consultant for details.

Resources

- **JumpStart Business Consultant**
- **JumpStart JumpMaster – Certified Resource**
- **Customer:** Key Stakeholders/Decision Makers, Salesforce admin (the main person who will manage and maintain your Salesforce environment)

Prerequisites

- Courtesy/temporary login access
- Business overview and configuration requirements
- Around 4-8 hours of meeting time for
- Salesforce resources with your key business
- Stakeholders to understand requirements and for overview training.

In Scope

- Business Process Review
- Avideon 150-Steps Level Setting of Salesforce per SMB best practices.
- Configure and customize Leads. Accounts, Contacts, Opportunities and Cases includes custom stages or statuses.
- Setup Lead/Case Queues and Routing/Assignment Rules
- Up to 3 Email Templates
- Set up Web-to-Lead/Case and Email-to-Lead/Case (Configuration only). Requires access to your email administrator.
- Advisory/Guidance on:
- Data Migration & Omni Channel
- Knowledge configuration setup & guidance
- Admin Training Session

Out of Scope

Items that fall outside of a 20-hour implementation may be delivered under a support agreement or for additional fees. Depending on your needs, we'll recommend a 5, 10 or 15 hour/month agreement. Out of scope items include but are not limited to:

- Integrations & Entitlements
- Custom Code (e.g. Apex Triggers or Code, Custom Components)
- Data and Knowledge Migration
- Full Knowledge and Omni-Channel Configuration
- CTI
- End user training
- Chat & SMS Channel

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What if JumpStart is not right for you?

Your JumpStart Business Consultant will evaluate your needs and let you know if JumpStart is right for your organization. If your needs exceed that of a JumpStart today or in the future, we can provide Salesforce professional services managed by our parent company AvideonCRM. See Avideon.com.