

Managed Services Plan

You've allocated IT spending for licensing costs and are now determining how to best manage and evolve your technology architecture over time. Your options: hire full time employees or partner with a specialized team. Our team includes marketing, business, data, reporting, and technical analysts. Your account manager will work with you to identify business requirements and loop in the appropriate analysts to build your solutions. Sevant brings a stellar 5-star rating, a track record of 400+ battle-tested projects, dozens of custom-built productivity apps, and certifications to enhance your Salesforce experience, team, and utilization.

Sevant's Managed Services Plan (MSP) provides services for your Salesforce organization and its related technical architecture. Sevant's selective by-invitation-only membership ensures dedicated attention and growth-focused assistance as we limit the number of enrolled customers. Choose the membership that is right for you!

How Our Tiered Program Works



Pick a Tier



Identify Goals
& Objectives



Review with
Team



Prioritize
Work Items



Strategic
Review



Configure &
Build



Testing &
Approvals



Training & Go
Live

Membership Benefits:

- Dedicated Account Manager
- Access to Sevant Project Management Portal*
- Accelerated Delivery by Sevant's DevOps Practices
- Access to all Sevant Applications [1 per quarter]
- No Time Log Counting Required. Managed by Velocity.
- Ad Hoc Support Management
- Weekly Strategic and Status Review Meeting
- 1-2 Day Support Resolution Time, unless the request is more complex

Emergency Support Management with Engagement Manager for Prompt Response and Triage.

Dedicated Solution Architect

Weekly Status Review Meetings (one hour each):

Number of Active Initiatives at one time:

Ad-Hoc Support Response Time

SILVER	GOLD	PLATINUM
\$2,500/mo.	\$5,000/mo.	\$10,000/mo.
✓	✓	✓
	✓	✓
		✓
One	One	Two
One	Four	Eight
24 hours	8 hours	4 hours

To discuss full-time resourcing options, ask for details to customize a tier for your business needs.

Why this Membership Grows Your Business!

VISION: Establish a technology architecture that scales with your company. Leverage industry leading solutions that your employees, clients, and stakeholders know and recognize.

VALUE: Provide a bench of certified analysts at a fraction of the cost of hiring a full time Salesforce Administrator, typically \$70,000 per year excluding benefits, that may only know two to three Salesforce products. Shorten the time to value and increase documentation for each newly-delivered business requirement.

Our team offers a highly skilled staff comprising multiple resources and a dedicated team, all at a cost lower than hiring an individual with equivalent skills and experience. With an average tenure of 3+ years (excluding ownership), our team ensures stability and reliability backed by their expertise.

All deliverables are managed through our Salesforce Project Management framework. Each team member receives a login to facilitate seamless interaction regarding project requirements, goals, and more, aligning with your project and growth objectives.

We prioritize prompt response times for support and project work, supplemented by regular meetings focused on status updates, strategy discussions, and future plans.

With our membership, you won't need to worry about counting hours and dollars. We eliminate the guesswork, ensuring that your goals are achieved and return on investment (ROI) can be measured.

RAD (Sevant's Rapid Application Development): Our delivery process leverages a meticulously managed Developer Operations Hub (DevOps) dedicated to deploying strategic solutions rapidly while maintaining code quality, documentation, and version control. This grants you access to applications we have developed for other solutions, with the flexibility to tailor them to your specific requirements.

Important Notes

- Your signing month, until the 1st of the following month, is a free enrollment period to onboard resources and ramp up toward value.
- Upgrade to a higher tier at any time under the current contract. You cannot downgrade the tier unless a review of spend/value is conducted and approved.
- Failed payment transactions need to be resolved within 15 days, or you lose enrollment, and all work is placed on immediate hold.
- Your commitment to the partnership is what guarantees its continued success!