



Salesforce

MANAGED SERVICES

SkyVenn

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managed services



RevOps Managed Services

Revenue Operations (RevOps) Managed Services is the outsourcing of Sales, Marketing, and Customer Success functions to a certified Salesforce partner. The goal is to align and optimize these functions in order to drive revenue growth and improve the customer experience.

SkyVenn's Managed Services allows your company to save time, save money and reduce the risks associated with maintaining and optimizing your instances of Sales Cloud, Service Cloud, Experience Cloud, Pardot, CPQ and more... By outsourcing these functions to SkyVenn, your organizations can focus on your core business operations while maximizing the value of your Salesforce investment.

When is Managed Services Ideal for Your Company

1. In-house resources to manage Salesforce are limited
2. A high demand for support requires a dedicated team
3. A need for specialized skills and expertise may not be available in-house
4. Outsourcing can be more cost-effective than hiring in-house resources
5. In-house resources need to focus on core business operations instead of Salesforce maintenance
6. Rapidly growing companies need to scale their Salesforce quickly and efficiently
7. Current Salesforce partner is being replaced and you're looking for advanced expertise and best practices
8. Increased user adoption is needed across the organization

*"SkyVenn completes **more projects and tasks in half the time**
- **and with higher quality** - when compared with most in-house
Salesforce admins."*

How Does Managed Services Work?

A dedicated Salesforce Consultant will lead your account with access to a team of SkyVenn Success Managers, Solutions Architects, Consultants, Developers, System Admins and Trainers. The SkyVenn model is also very flexible and allows you to start with a part time team (if required).

How SkyVenn Customers use their Services:

- Day-to-day administration of the Salesforce environment
- Strategic consulting, planning & innovation
- Establishing a CRM Roadmap & Center of Excellence
- Optimize sales, marketing and customer success processes including lead management, opportunity management, and customer retention
- Configure Flows (automation), triggers, Apex, Visualforce and Lightning development
- Security set up (i.e., Profiles, Roles, Permissions, Sharing Rules)
- Lightning Experience Migration set up and best practices
- Combine Salesforce Premier Support + Managed Services
- Data imports, clean-up and normalization
- Data analysis and reporting services to gain insights into performance and make data-driven decisions to improve RevOps
- 1:1, train-the-trainer and team training sessions
- AppExchange installs and 3rd party system integrations
- Weekly, bi-weekly or monthly CRM status meetings
- Summary of Salesforce release updates and their business impact
- ...and so much more! Ask us for details.



Administrators



Architects



Developers



Consultants



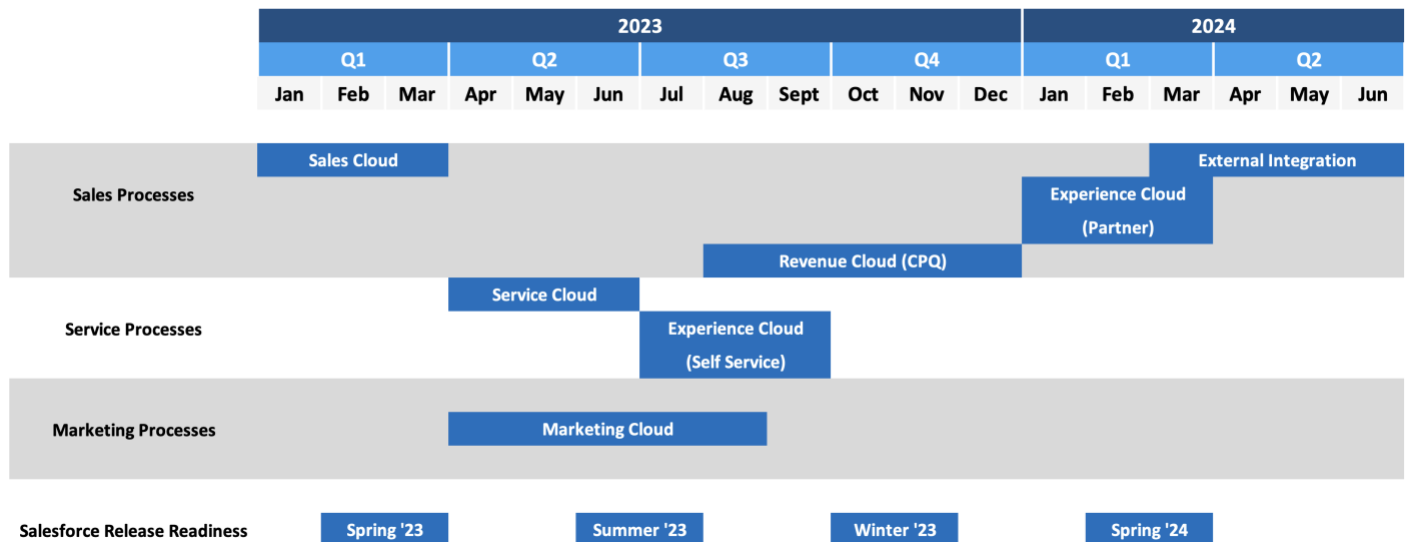
Specialists

SkyVenn Managed Services Includes

- 100% North American Based Team (i.e., no off-shore resources)
- Dedicated Team Lead + Access to the Full SkyVenn Team
- Access to Salesforce Architects, Consultants, Developers, System Admins & Trainers
- Support for Sales, CPQ, Service, Experience and Marketing Clouds
- Custom Lightning/Apex Development and Declarative Configurations
- Installing and Configuring AppExchange Apps
- Free Metadata Backup (\$5,000 value) *
- Free Apex Testing (\$5,000 value) **

Salesforce RevOps Multi-Cloud Roadmap Strategy

Our customers love our ability to understand their needs, work effectively with their stakeholders, work within their timelines and budgets in order to deliver a Multi-Cloud strategy across their entire organization.



About Us

Since 2010, SkyVenn has been delivering tailored Salesforce solutions to help meet each of our client's unique requirements. We are led by former Salesforce employees and leverage years of experience and industry best practices to ensure successful implementations.

SkyVenn is a Certified Salesforce Managed Services Expert

Based on our history of helping customers align their Sales, Marketing and Customer Success operations across the customer lifecycle, SkyVenn has been recognized as a Salesforce **Managed Services Expert** in all 6 categories (top tier recognition).



Managed Services

1. Administration Services
2. Analytical Services
3. AppExchange App Management
4. Developer & Integration Services
5. Release & Change Services
6. Support Services

Why Choose SkyVenn

- ✓ **Experienced:** Minimum 7+ Years of Experience per Sr. Consultant
- ✓ **Knowledgeable:** Multi-Cloud Salesforce Expertise
- ✓ **Efficient:** Point of Contact is a Consultant (not just a Project Manager)
- ✓ **Results:** Agile Development Methodology
- ✓ **Success:** History of Customer Success
- ✓ **Local:** All SkyVenn Resources are based in North America
- ✓ **Leadership:** Led by Salesforce Alumni since 2010

