

# FLEX

## Managed Services



### Take the fullOpp Guarantee

Get your money back within the first 90 days if not satisfied.\*

#### Flexible

Budget extra hours in advance for that one particular month

#### Transparent

Used extra hours? No extra fees or burst rates

#### Beats a Full-time Hire

Get a dedicated team of certified consultants for the cost of one FTE Salesforce Administrator (or less)



Our focus is continuous improvement: preventing customers from losing their competitive edge in their industry by aligning People and Processes to their Salesforce platform. We are Salesforce, fully optimized.

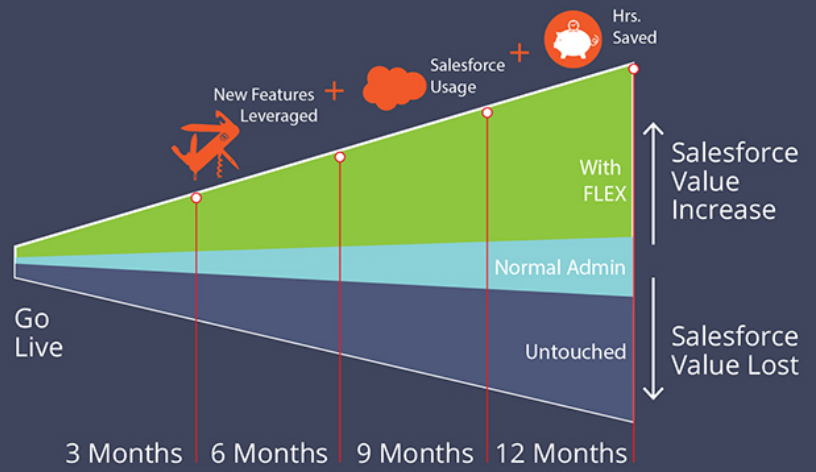
### How much is an hour worth to you?

**280 hrs**  
(average time a FLEX client saved a month)



\* Requires full participation on fullOpp FLEX process, including attendance to Process Mapping Blueprint, Monthly Planning Sessions & Quarterly Performance Sessions. Also requires that payments be made on-time.

As your competitors let their systems get outdated, we will ensure your processes are optimized and performance increased. fullOpp FLEX works to continually unlock new levels of business performance and scale Salesforce as you grow. Working as an extension of your team, fullOpp streamlines and automates with the clear intent of increasing your team's efficiency.



Service	Bronze	Silver	Gold
<b>HOURS PER MONTH</b>	<b>25</b>	<b>50</b>	<b>75</b>
<b>fullOpp 90 DAY GUARANTEE</b> If you're not satisfied within 90 days, we will refund your money.*	✓	✓	✓
<b>CERTIFIED SALESFORCE PROFESSIONALS</b> Certified in Sales Cloud, Service Cloud (Field Service Lightning), Marketing Cloud (Pardot) & Community Cloud.	✓	✓	✓
<b>TIME SAVINGS INITIATIVE</b> Alignment of Operational Processes with technology to streamline and automate. Measurable reports detailing hours saved.	✓	✓	✓
<b>MONTHLY PLANNING SESSIONS</b> Review efficiencies created and time saved. Current project analysis and roadmap initiatives for the next 30 days.	✓	✓	✓
<b>QUARTERLY PERFORMANCE SESSIONS</b> Strategic sessions to align your organization's initiatives with your processes and your Salesforce.com Platform.	✓	✓	✓
<b>BURST RATE WAIVER</b> Additional hours requested in advance during Monthly Planning Session are waived of any burst/additional rates. Additional work requested within the same month is subject to availability.	✓	✓	✓
<b>DEDICATED CERTIFIED CONSULTANT / ARCHITECT</b>		✓	✓
<b>DEDICATED DELIVERY TEAM</b> (Developer and Salesforce administrator)			✓
<b>FLEX HOURS</b> The hours you don't use this month will rollover to the next month.**			✓
<b>PRIORITY ONE SERVICE</b> Same-day response guaranteed on any critical issues/initiatives.			✓

For Healthcare Companies	Bronze	Silver	Gold
<b>HIPAA TRAINED &amp; CERTIFIED STAFF</b> For Healthcare Organizations: All of our team members (from admins to architects) are HIPAA Training Certified.	✓	✓	✓

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