

MANAGED SERVICES

ONGOING, SCALABLE SALESFORCE SUPPORT

What We Provide

 **DEDICATED CONSULTANT**
(10 - 30 HRS/WEEK)

 **PRICING RANGES FROM \$130-\$165 PER HOUR**

Services

WEEKLY STANDUP MEETINGS

Our team of experts will work with you each week to set goals, review KPIs, provide support, and help you plan for the future.

ONGOING ENHANCEMENTS

As your business expands and evolves, we're here to ensure your Salesforce Org does too. Our team of experts is available to help you streamline business processes, implement upgrades, and drive innovation.

ADMINISTRATIVE FUNCTIONS

We provide user administration, data administration, and system performance checks so that you don't have to. We'll troubleshoot performance issues and maintain your Salesforce CRM stability

TRAINING

Our team will conduct training sessions so that your staff can get the most out of the platform in addition to learning Salesforce best practices.

Why Managed Services?

As your business grows and evolves, it's critical that your Salesforce Org does the same.

Salesforce Managed Services is a flexible solution to **maintain** and **maximize** your investment in the Salesforce platform without the need to hire additional, full-time staff.

At Kelley Austin we're proud to provide a dedicated team to work with you day to day, understand your business goals, troubleshoot issues, and provide the necessary support to ensure your business thrives. Save time, money and headaches associated with maintaining and optimizing your Salesforce Org with Managed Services.

COST OF HIRING INTERNALLY PER MONTH

Full-Time Salesforce Admin* (taxes, benefits included)	\$9,000
Hiring outside Consultant to fill Admin skill gaps (20 hours/month min.)	\$4,166
TOTAL	\$13,166

*Based on National salary average according to glassdoor.com

AVERAGE COST OF KELLEY AUSTIN MANAGED SERVICES

PER MONTH (10 HRS/WEEK):

\$7,150

BENEFITS OF USING KELLEY AUSTIN

- Access to a full team based in Texas that is experienced and efficient across the Salesforce ecosystem.
- Benefit from partnering with a firm that is constantly on top of new technology and can draw from use cases with other clients.
- Contact us for industry specific customer stories.

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BENEFITS OF MANAGED SERVICES



KNOWLEDGE ISN'T LIMITED TO AN INDIVIDUAL

When you work with Kelley Austin, there are multiple people on our team that are ingrained within your organization. This prevents a single employee from having all the knowledge and leaving your company high and dry when they move on like a full-time employee would.



FULL TEAM OF EXPERTS

Our project management experience will ensure your Salesforce Org is up to date with the latest integrations. Instead of relying on a single Salesforce Administrator, you have access to a full team of well-rounded experts with experience across the entire Salesforce platform.



SAVE TIME & MONEY

No matter the size of your business, bringing on a full-time Salesforce specialist may not be cost-effective. With Salesforce Managed Services, we offer **discounted rates** based on your hourly commitment with Kelley Austin.



EFFICIENCY IS EVERYTHING

The amount of productivity your company receives is exponential when hours are spent by a team that has worked with hundreds of clients across every industry, opposed to a single person spending endless hours trying to figure things out.

RISKS OF HIRING INTERNALLY



EXTREMELY HIGH TURNOVER

The Salesforce industry is competitive as ever. It's hard enough to find a qualified Salesforce Administrator, let alone retain them for more than a year. Skip the cost of hiring, onboarding, salary, and benefits and let our team of experts guide your Salesforce journey so you can achieve your goals.



LIMITED SKILLSET

With Managed Services, our team of experts have a wide range of experience in Salesforce implementation, integration, and management. You're getting an *entire* team with a diverse skillset – not just one Salesforce Admin with limited time and skills.



CONSULTANT EXPERTISE STILL REQUIRED

For a full-time Salesforce professional, managing and optimizing a company's entire Salesforce Org can lead to single-point failures. Having access to multiple experts reduces this risk and the need to spend additional dollars on consultants to fill those skill gaps.



OVER-HIRING FOR MORE TIME THAN NEEDED

A lot of companies need less than 40 hours a week as long as those hours are spent efficiently by resources with proper knowledge. You may need more than 40 hours during a new project implementation, but hiring a full-time employee doesn't allow you to scale up when the time comes.