



PREMIER AND PREMIER+ SUCCESS PLANS

Get expert help to speed up adoption, deployment, and ROI.



“We saw 10% of car-hire bookings during the initial test period come from a single email campaign powered by what we learned from our Premier Success Email Segmentation Accelerator.”

GLEN LOWIS, HEAD OF CRM
CARTRAWLER

Overview of Success Plans	3
Premier Guidance	5
Premier Support	6
Premier Training	7

Every successful journey begins with a plan.

Success Plans provide guidance, support, and training to help you get the most out of Salesforce.

Standard Success Plan, included for every customer, is designed to help you get started quickly. You get access to self-guided resources and opportunities to learn from the Salesforce community.

Premier and Premier+ Success Plans include all the Standard tools plus additional services to help you achieve your business goals and go beyond. Premier Plans provide direct access to Salesforce experts to help you adopt and deploy faster. You also get a quicker response time for questions and support, and a fast-track to certifications. A Premier+ Success Plan gives you access to a team of certified Salesforce experts who will help you perform configuration tasks.

Signature Success Plan offers our highest level of personalized service. You get guidance tailored to your needs, proactive support to keep your solution performing at peak levels, and customized training. Work directly with business and technical experts dedicated to helping your company succeed. Signature Success Plan includes all of the tools and services provided with Standard, Premier, and Premier+.



Choose the Success Plan that's right for your company.

	Standard	Premier/Premier+	Signature
	<i>Self-guided</i>	<i>Expert advice</i>	<i>Personalized service</i>
		Includes everything in Standard and:	Includes Standard, Premier/Premier+, and:
Guidance	<ul style="list-style-type: none"> • Online Getting Started resources • Salesforce community • Circles of Success 	<ul style="list-style-type: none"> • Work with Salesforce experts • Premier and Premier+ Accelerators • Exclusive events • Premier Apps 	<ul style="list-style-type: none"> • Dedicated success manager focused on your business • Regional success managers • Technical account management • Special access to Accelerators, including Signature Accelerators
Support	<ul style="list-style-type: none"> • Self-service support 	<ul style="list-style-type: none"> • 24/7 phone support • Response time starts at one hour • Configuration services* • Developer support 	<ul style="list-style-type: none"> • Predictive intelligence-based recommendations and proactive monitoring • 15-minute response, designated support team • Advanced developer and deployment support
Training	<ul style="list-style-type: none"> • Trailhead 	<ul style="list-style-type: none"> • Certification prep courses • Certification practice exams* • Role-based online and video learning 	<ul style="list-style-type: none"> • Seats for instructor-led training • Custom on-site workshops

* Available with Premier+

Get access to expert guidance with Premier Success Plans.

Premier Success Plans give you direct access to Salesforce experts who'll help you speed up adoption, deploy efficiently, and fast-track certification.

Many of our most successful customers see an even higher return on their investment in Salesforce with a Premier Success Plan. Premier and Premier+ help you resolve issues quickly and incorporate best practices.

Premier and Premier+ Success Plans include all the Standard tools, plus additional guidance, support, and training services to help you achieve your business goals.



“Salesforce Premier Success has been critical to our success – we couldn’t operate without it.”

CHRISTINE COMER, DIRECTOR OF CLIENT SERVICES

COLORADO DEPARTMENT OF HEALTH CARE POLICY AND FINANCING

Premier Guidance

With a Premier Success Plan, you'll work directly with Salesforce experts who can help you get more value from your solution.

Success Management

You get access to a success manager who knows your business and your Salesforce solution. Your success manager can help you achieve your business priorities while following best practices to increase adoption and get more value from Salesforce.

Premier Accelerators

These 1-on-1 coaching sessions with Salesforce experts help you take advantage of key capabilities – without taxing your team or requiring a major time commitment and scope of work. Premier Plans give you access to a library of more than 20 Accelerators, and Premier+ gives you access to more than 75 Accelerators.

Exclusive Webinars

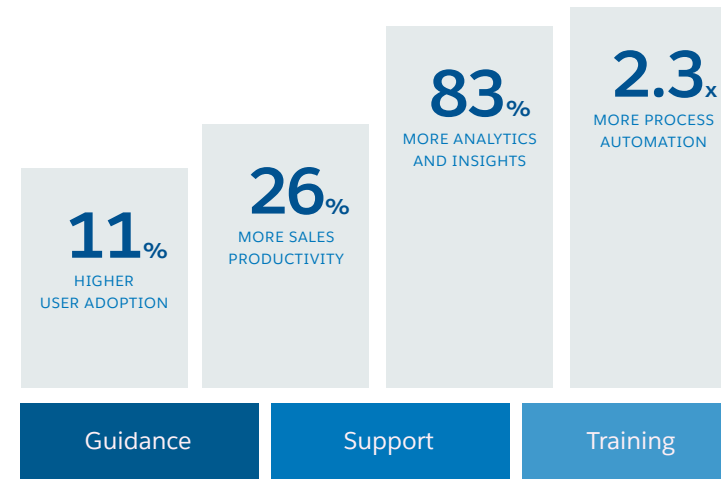
Learn best practices and strategies with webinars designed for Premier customers and hosted by Salesforce experts.

Premier Apps

Available to Premier customers, Premier apps help you boost productivity. These apps are developed, supported, and maintained by Salesforce. They'll help you automate key features, find the right answers, reduce support cases, and get the most out of Salesforce.

Our Most Successful Salesforce Customers Use Premier+

Reported % increase over Standard Success Plan customers





Premier Support

Premier and Premier+ Plans help you resolve technical challenges quickly, giving you access to Salesforce experts and a quick response time.

24/7 Phone Support

Get expert answers from our skilled technical support team, 24 hours a day, 7 days a week. Our success agents staff 16 locations globally and speak 11 languages.

1-Hour Response Time

Your cases are routed to a Premier queue and managed by our most experienced support representatives. Response times are as fast as one hour for critical cases.

Configuration Services*

With a Premier+ Success Plan, you get access to a team of certified Salesforce experts who perform more than 100 configuration tasks. Your team will help update your post-implementation Salesforce solution, offloading routine, but time-consuming admin tasks, such as setting up users and creating reports, dashboards, and workflows. Based on time saved, our customers tell us that the Premier+ Success Plan virtually pays for itself.

** Available with Premier+*



Premier Training

Get access to online training courses and certification prep materials with Premier and Premier+ Success Plans.

Role-Based Online and Video Learning

Premier Success Plans include an extensive online training library with more than 100 courses. Your team will find convenient, role-based training available in self-paced modules. Your team can get step-by-step training when it's convenient for them, without additional expense or time away from the office.

Certification Prep Courses and Practice Exams

Premier customers can now prepare for the Salesforce Administrator Certification Exam and other certification exams with prep courses. Premier+ customers get access to practice tests.



Consider the Premier or Premier+ Success Plan.

Contact your account executive to learn how Salesforce Success Plans can help you succeed at every stage of your journey.

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