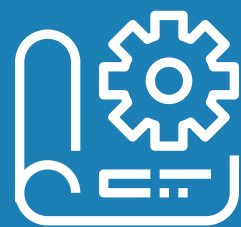# fusionSPAN

Managed Services

Salesforce managed services is a **comprehensive set of activities from implementation to support and evolution,** aimed to prevent system issues before they impact users and Salesforce-supported operations. We are always here to guide them through the adoption.

fusionSpan acts as an extension of your team to deliver white-glove service at every stage of your Salesforce journey. While the vendor is available for technical issues, our team of certified Salesforce consultants acts as the first line of defense for any business process issues. If you need someone experienced, reliable, and proven - fusionSpan is your ideal partner.

Strategic Planning

fusionSpan will document and establish your Salesforce implementation direction—by assessing both where you are and where you're going. We will record long-term goals and the action plans you'll use to reach them.

Salesforce Optimization

We work with your team to ensure that you leverage all Salesforce functionality. We will identify areas for process improvement and update page layouts to increase adoption/ease of use.

Integration Updates

From productivity to marketing to collaboration and beyond, we'll ensure the updates are completed to keep your Salesforce connected to the other tools that you need to run your organization.

Quarterly Business Reviews

We'll schedule a review of your previous three months, evaluate your goal progress and create a concrete plan of attack to finish each goal.

Reports & Dashboards

We'll use Salesforce's powerful suite of reporting tools and work together to help you understand and act on your data.

Salesforce User & Admin Training

We'll provide your team with help around how to better leverage your platforms and take their skills to the next level. We can also provide the expertise staff needs when they hit a roadblock and don't know where to turn.
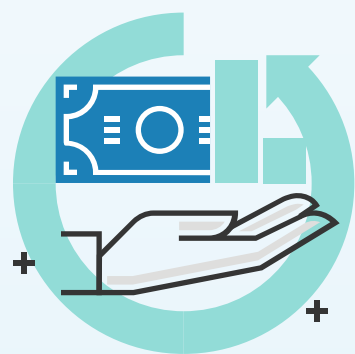
Financial Service Units

Work with a dedicated Salesforce Analyst to craft the strategy-based goals of your account and ensure that the "use or lose" hours are fully consumed.

Hours	Typical Term
100	3-6 Months
250	6 Months
500	12 Months
1000	12 Months