

Salesforce Ecosystem Service Solutions

Subscription Consulting, Staff
Augmentation, and Consulting

OVERVIEW

Spinnaker Support delivers a first-of-its-kind service delivery model through a comprehensive blend of services. Delivered by a team of certified Salesforce administrators, developers, consultants, analysts, managers, and architects with an average of 10+ years of experience. Our service packages help clients to maximize Salesforce ROI and drive adoption. We can help your organization realize its customer 360 view.

SERVICE PACKAGES



Consulting



Subscription Consulting



Staff Augmentation

POPULAR INTEGRATIONS



SUPPORTED PRODUCTS



Including
Field Service



Customer
and Partner



CPQ and Billing

SERVICE OPTIONS

Spinnaker Support offers flexible solutions for your company's unique needs. Our services help to supplement your team at any stage of the Salesforce adoption curve.



CONSULTING

Our consulting practice focuses on specific outcome-related projects that require a dedicated team of experts to align, build, enable, and promote the best solution. Your organization receives access to expert resources on a project-by-project basis to execute migrations, integration, implementation, customization, or augmentation to your Salesforce platform. Some examples of consulting engagements include:

1. An Initial Salesforce Implementation
2. Implementing new features in Salesforce
3. Adding the capacity required to complete a project
4. Migrating your legacy CRM to Salesforce
5. Integrating your Salesforce instance with your ERP



SUBSCRIPTION CONSULTING

Subscription Consulting is an innovative service enabling clients to utilize a customized team of Salesforce experts with a flexible capacity model set to the client's needs; whether it be full-time, half-time, or quarter-time support, we can facilitate based on your requirements. These teams are called "pods" and consist of a unit encompassing a full range of skillsets enabling your organization to deliver on business needs and ROI. Unlike other service providers, we aren't simply providing a service but integrating into your organization with an entire team of specialists to support process improvements, automation practices, and enterprise architecture development. This continued focus and dedication allows our team to deliver on an ever-evolving strategic roadmap developed with you. A few areas where Subscription Consulting could be leveraged include:

1. Supplement your existing Salesforce team with additional resources
2. Rapidly expand the resources and skill set of your team
3. Leverage specialized knowledge to expand into a new industry
4. Scaling delivery capacity to meet business needs
5. Utilization of a dedicated partner to advise on Salesforce best practices and roadmap



STAFF AUGMENTATION

When added capacity and power are needed for your well-defined delivery process, Spinnaker Support is able to meet those requirements with our Staff Augmentation service. These experts help to fill skillset gaps in your organization to execute projects and tasks your internal team doesn't have the time to perform. This enables your team to focus on strategic business initiatives to drive revenue. Some examples where Staff Augmentation would be applicable are:

1. Fill skillset gaps needed to execute your backlog
2. Free up your resources to work on strategic initiatives
3. Bridge resource gaps until internal hires can be made
4. Inability to keep up with the never-ending workload
5. Need for added capacity and power

OUR FORMULA FOR SUCCESS

There are many differentiators that make our organization stand out from industry-leading expertise to flexible delivery models, but it really starts with our people:

- To date we currently hold 66 certifications from our team
- The average experience is 10+ years with deep technical and industry knowledge
- We subscribe to the Agile Delivery Methodology to enable our innovative process which relies on the depth of our team to deploy

We understand the importance of automation, optimization, and integration of your platform operations and management to maximize your investment now and in the future. Let us help you make the most of your Salesforce investment with a unified strategy, proven ROI, and business-wide value that will take your organization at any stage in the Salesforce adoption curve and transform your instance.

If you would like to get more information about our Salesforce Service offerings, please contact your local sales representative or contact us at spinnakersupport.com.

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.