



Post-implementation Support

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OUR APPROACH

We rarely do support contracts for clients that didn't start with a significant project first. Our success with support rests on a deep understanding of our client's people, processes, and goals. Given this relationship, clients have often said that our support feels like we're all on the same time—as if they were just asking another colleague for help.

An extension of your team

Our support includes various types:

- Staff augmentation if you don't have an in-house admin ('virtual system administrator').
- Assistance with one-offs like special events, etc.
- Technical maintenance.
- Develop and tackle the product roadmap to ensure you're 'tending to the garden'.
- Ability to address the ever changing system needs as users work on the platform.
- Variable Contract Terms - Idlewild provides clients a very flexible month-to-month support option that allows clients to update their level of support each month.
- Ensure access to latest updates/enhancements.
- Coach and support in-house system administrators or a team of administrators to build in-house capacity.

Salesforce Q&A

What's the difference between the Salesforce's Premiere Support and Idlewild support?

Premiere Support is support for the software product. Here you can answer questions like: How do I add field?, How do I fix this bug?, or How do I create a custom report that includes variables x, y, and z? In contrast, our support is focused on how the client uses the product. We can help with things like: What field should I add, and where, to illustrate this goal we just invented?, I need a report and don't even know what variables should go in there, or Help me train a new user.





Idlewild

Get In Touch

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