

Accelerate your ROI - Outsource Maintenance & Support

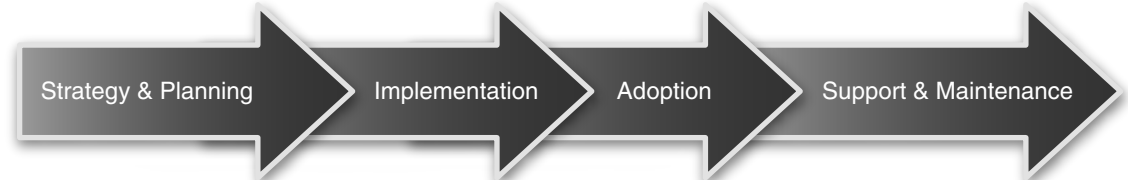
CoreMatrix helps customers unlock the full potential of salesforce.com to **quickly improve productivity** and **maximize their Return on Investment**.

Our experienced consultants are certified On-Demand CRM experts. Having completed over 500 salesforce.com projects, we understand how to maximize success, not only during the implementation stage, but equally importantly during post deployment. We act as your partner throughout each stage of your project lifecycle by providing end-to-end solutions customized to meet your unique needs and challenges.



Value Added Benefits:

- Best practices from over 500 salesforce.com projects
- Subject Matter Experts in CRM and salesforce.com suite of products
- Industry specific solutions
- Always up to date on new releases
- Knowledge of AppExchange solutions that can supplement the salesforce.com platform
- Available On-Demand. Ready to support you when you need it.



Adoption Phase includes:

- Real-Time End User & Admin Support
- Continuous Training
- User Adoption Progress Reports
- Change Management Expertise
- Application & Process Fine Tuning

On-Going Maintenance & Support Includes:

- Dedicated Support, quick to respond
- Proactive Notifications
- System Maintenance
- Custom Dashboards and Reports
- Recommendations on applicable 3rd Party Apps
- Best practices to get the most out of salesforce.com

CoreMatrix Services

Faster ROI - Leverage our CRM experience and best practices to drive full user adoption and maximized productivity.

Unparalleled Expertise – Our certified consultants have helped over 500 salesforce.com customers. We are experts in optimizing the application to meet the needs of each organization to encourage high levels of user adoption.

Increased Productivity On-Demand - Get access to experts who are always up to date on latest product releases and understand the best practices for your business. We will respond quickly to your requests with the answers and advice you need.

Focus - Keep your internal team focused on your core business. Let CoreMatrix focus on your CRM system.

Cost-Effective Solution – Get more and pay less. Our managed services solution costs less than training and hiring a new systems administrator and is much more cost effective than dedicating an internal resource.

Personalized Service – With a dedicated resource, who acts as a virtual extension of your team, we provide you with a dedicated account manager who acts as a virtual extension of your team, providing personalized service to meet your specific business requirements."

CoreMatrix can help assess your needs and select the appropriate package

All Support Packages include:

- Assigned Account Manager
- End User Support
- System Admin Support
- Live Phone Support
- Email to Case

Items Not Included:

- Project Work
- Phase 2, Phase 3, etc.
- New products (CSS, MARKeting, etc...)
- Data Migration
- Systems Integration
- Custom development

Services Include:

Adoption:

- **Assigned Account Manager**
Certified salesforce.com consultant, knowledgeable about your implementation to act as your single point of contact
- **Personalized Adoption Plan**
Personalized Adoption Plan outlines approach, evaluation, success metrics, plan of action
- **Adoption Report & Analysis**
a report detailing how your team is actually using the application (usage by user/group, reports & functionality being used etc...) and recommendations for improvements
- **Application Fine-Tuning**
Minor modifications to the system to accommodate process changes or customizations that were overlooked during design
- **Q&A Webinar**
Online training session to address questions
- **Activity Reports**
Activity report outlines system admin and support tasks performed by CoreMatrix

Support:

- **System Admin Support**
- **End User Support**
 - Live Phone Support
 - Email to Case
 - Live Chat *
- **Self Serve Resources**
 - FAQs
 - Tips

Maintenance:

- **Application Configuration**
Activity report outlines system admin and support tasks performed by CoreMatrix
- **Proactive Release Alerts & New Functionality Updates Notifications**
of new salesforce.com updates, including new or expanded functionality, report of how this will impact client's system and recommendations for customization, training or process changes needed
- **Customer Portal***
A client specific site that acts as a repository for all project related plan reports and documentation
- **Maintained FAQ Wiki***
Collaborative editable webpage for employees to share tips , ask/answer questions and share best practices with each other
- **Activity Reports**
Activity report outlines system admin and support tasks performed by CoreMatrix

* Coming soon, will be available summer/fall 2008



CoreMatrix Systems – Where experience matters.

Founded in 2002, CoreMatrix is a leading provider of on-demand consulting services – specializing in CRM, Business Intelligence and Systems Integration for both SMB and enterprise organizations. CoreMatrix has successfully delivered hundreds of salesforce.com implementations and developed deep functional and industry expertise across the entire product suite. We've developed a reputation as a trusted advisor to our clients.