

# SERVICE ADVANTAGE<sup>SM</sup>

## Value Delivered

- Organizations can focus on their core competency of selling and servicing their customers.
- Leverage Jolt experience and best practices honed from 55+ Salesforce technology engagements PLUS our unmatched domain expertise.
- Service companies can maximize the value they can realize from Salesforce.

## Contact Jolt Today

info@joltconsultinggroup.com  
1.877.249.6262  
www.joltconsultinggroup.com



**4.1 million**  
Customer interactions  
improved (annually)

**16,800**  
Field technicians  
empowered

**185+**  
Client engagements  
completed

## Business Challenges

### Increasing Service Demands | Limited IT Bandwidth or Expertise

Service organizations are facing increasing customer demands and competitive pressures and are struggling to be successful. In particular, small and medium sized service organizations typically have limited IT or operational bandwidth and as a result do not have the necessary infrastructure to support their business objectives and maximize the value they can realize from the Salesforce platform.

## ServiceAdvantage<sup>SM</sup>

### Application Support and Troubleshooting | Upgrades | Help Desk

Jolt Consulting Group's **ServiceAdvantage<sup>SM</sup>** provides a managed services solution for Salesforce users allowing these organizations to focus on their core competence of sales and service delivery. Jolt in turn leverages its expertise and best practices collected from 55+ Salesforce technology engagements and Jolt's overarching business expertise in managing service oriented organizations. Jolt acts an extension of the client's organization for Salesforce application triage, administration, troubleshooting and enhancement support including providing access to a U.S. help desk:



- SLAs for Salesforce response and completion.
- Review of SLAs and work performed.
- Annual report on recommended Salesforce environment changes.
- Annual enhancement hours included.
- Discount on time and material rate for additional enhancements.
- End user training & documentation.