

RJH Cloud Consulting Service Definition Document

Services Offered by RJH Cloud Consulting

RJH Cloud Consulting are a Salesforce registered consulting partner, offering the following services to public sector organisations

1. Salesforce implementation health checks and recommendation reports
2. Salesforce Implementation Services delivered as follows:
 - a. Define the vision of a proposed Salesforce solution / service
 - b. Engage with the end users and other stakeholders associated with the solution / service
 - c. Design of the core architecture and licensing requirements for the delivery of a solution / service
 - d. Agile delivery of the build and iterative enhancement of minimum viable product (MVP)
 - e. Support of accreditation and assurance processes as required / appropriate
3. Ongoing support of Salesforce solutions implemented by third parties or our own team. Support services can be delivered in one of two ways:
 - a. Discreet enhancement projects, costed and contracted individually against a statement of work prepared in partnership with the customer
 - b. Flexible Annual Support contracts with specialist Salesforce Administrators, Developers and Trainers available to support for a fixed number of hours per month. Additional hours are available as required to support larger requirements and or projects

Billing Arrangements

All services are provided on a time and materials basis as per the day rates published in our SFIA rate card. In the case of support arrangements, a minimum, fixed, committed number of monthly hours / days will be agreed in proportion to the size and complexity of your Salesforce implementation.