

Revolent Service Definition Document

- Revolent specialises in providing accredited, instructor lead training and upskilling, to ensure your staff have the ability to optimise the use of Salesforce & Mulesoft software and services. Additionally, we provide flexible and cost-effective solutions for the requirements gathering, design, development, implementation, support, delivery and ongoing administration of Salesforce projects.
- Launched in 2018, we have extensive experience providing clients with certified Salesforce expertise to help complete on time and on budget projects in both the public and private sector.
- Our people – known as Revols – make us different. We cross-train technologists from a wide variety of backgrounds, all with a minimum two years' experience of working in IT. We have built our practice of certified Solutions Architects, Developers and Admins from the ground up. We are proud of our record in building diverse teams – 63% of our employees identify as Black, Asian or Minority Ethnic and our leadership is 40% female.
- We offer a cost-effective solution to help you design, build and maintain your Salesforce projects. Through our 'Revol for Good' programme we also offer free resources to not-for-profit organisations. This is aligned with our values and CSR strategy going beyond every step of the way.

Salesforce & Mulesoft Training

- Revolent specialises in cross training and deploying experienced IT professionals in the Salesforce ecosystem.
- We also upskill staff members in client organisations with accredited, instructor lead training focussed around real life use cases. This ensures your staff are able to apply their knowledge quickly and effectively in the workplace, but also demonstrate the breadth of knowledge and theory required to pass Salesforce certifications.
- We cover entry level certifications including Salesforce Admin, as well as more advanced Professional certifications including Omnistudio and Public Sector Solutions.
- Training is usually delivered remotely on software such as Microsoft Teams (although if a customer has requirements to deliver in person we can review) in classes of maximum 16 delegates, with full and part time options (usually 4-8 weeks per certification) available appreciating many staff undergoing training are also balancing busy workloads. This also means individuals get enough 1-1 support.
- Our trainers also provide drop in and revision sessions to support outside of normal training delivery.
- Clients can add small numbers of delegates to a mixed client group or have customised full classes depending on the scope of their need..

Benefits:

- Create internal capability and retain IP
- Lower employee attrition by investing in skills development.
- Use-case, instructor lead training to maximise staff knowledge application and speed to competency.
- Certified practitioners with an average 4.5 years' experience in a variety of technologies
- Ability to customise training and certifications for your people to suit your project

Salesforce Services

Revolent's technical consulting team have extensive experience in the public sector and will work with you to identify the right Salesforce solutions and resources to suit your budget. We will assess your technical landscape, analyse your requirements and your operational needs before recommending suitable options. Our expertise enables us to strategically advise our clients on the best approach for them in order to achieve their specific Salesforce project objectives.

Revolent will work with you to ensure that your services are maintained and integrated with existing on-premise and other cloud-based solutions.

Features:

- Salesforce Optimisation: cost, usage and performance, rightsizing, security, governance
- Salesforce Migration: analysis of current applications, as-is and as-to-be infrastructure, compatibility checks, controlled migrations with pre-staging and testing, minimal downtime
- Salesforce Management and Support: monitoring, metrics, customisable views, upgrades, patching and maintenance

Benefits:

- Cost effective: resources at highly competitive rates
- Certified practitioners with an average 4.5 years' experience in a variety of technologies
- Highly flexible solution
- No minimum contractual arrangement
- Available across the UK
- User training available where requested
- Ability to customise training and certifications for our people to suit your project



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Onboarding and Offboarding

As part of the initial engagement phase, Revolent's account managers will map your key stakeholders, technical landscape, project scope and budget in order to establish your requirements and deliverables. Strategy and service levels will be agreed with your appointed decision maker.

On completion of service, Revolent's account managers will work with you to ensure appropriate knowledge transfer and that all handovers are carried out on time and in line with agreed service levels. Revolent will also be available to consult on ongoing requirements or future developments.

Service Levels

Revolent will agree service level agreements with buyers based on the support required and project parameters. We offer regular performance reviews and access to account managers at all times.

As part of our service level agreement with you we will outline our policy for recompense if service levels are not met

Pricing: Salesforce Training

The following are indicative, and we would expect to agree all rates, depending on skill levels and project scope/complexity before the commencement of any work.

Service	Indicative Day Rates
Training Per Delegate Per Certification	£3,000 - £5,000 + VAT
Full Cohort of 16 delegates Per Certification	£45,000 + VAT

Example Working day:

Part-Time Course (8 weeks): 2* 4 hour sessions per week with homework assignments and separate drop in day for support with trainer

Full time course (4 weeks): 4* 4 hour sessions per week with homework assignments and separate drop in day for support with trainer.

Working week: Monday to Friday excluding national holidays

Office hours: 09:00 - 17:00 Monday to Friday

Invoicing: typically we will invoice on a monthly basis beginning the first week of the training. We require payment within 30 days of invoice

Pricing: Salesforce Services

Further information on pricing levels is included in our SFIA rate card. The following are indicative, and we would expect to agree all rates, depending on skill levels and project scope/complexity before the commencement of any work.

Service	Indicative Day Rates
Cloud implementation planning services	£275 - £500
Cloud integration services	£275 - £500
Cloud management services	£275 - £500
Cloud data analysis services	£275 - £500
Cloud training services	£400 - £500
Cloud support services	£275 - £500

Working day: 8 hours exclusive of travel and lunch.

Working week: Monday to Friday excluding national holidays

Office hours: 09:00 - 17:00 Monday to Friday

Travel and subsistence: included in day rate within M25. Payable at department's standard t&s rates outside M25 mileage

Professional indemnity insurance: included in day rate

Invoicing: typically we will invoice on a monthly basis beginning the first week of the project. We require payment within 30 days of invoice



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Contact

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