



G-CLOUD 15: Cloud Support

SERVICE DEFINITION

January 2026

Contents

1. Company Overview
2. Hyphen8 Services
 - 2.1 Service Design
 - 2.2 Salesforce solution design
 - 2.3 Salesforce implementation
 - 2.4 Salesforce Support / Managed Service
3. Business Continuity / Disaster Recovery
4. Onboarding and Offboarding
5. Service Constraints
6. Service Levels and After Sales Support

1. Company overview

Founded in 2012, Hyphen8 has nearly 14 years of experience specialising in nonprofit and public sector solutions on Salesforce. Our team of 37 staff includes technical consultants, developers, project managers and a dedicated service design team who have been recruited from nonprofits for their human-led process and best-practice expertise.

Hyphen8 is a respected Salesforce partner and our experience and expertise allows us to steer Salesforce product design to evolve and develop grant management products, demonstrating our role as a thought leader. We design, deliver and support innovative and cost-effective Salesforce solutions to empower nonprofit teams, improve collaboration, reduce costs, increase efficiency and save time.

We're dedicated to supporting organisations to transform their ways of working through user research, Service Design and innovative solutions. We take a human-centred approach to all of our work making sure we understand the needs of the people we're designing for and the problems our customers want to solve.

We're proud to have earned our position as the number one choice of Salesforce implementation partner for grantmaking organisation in the UK. We have the privilege of working with over 120 funders including Wellcome, Greater London Authority, Barts Charity, Nuclear Decommissioning Authority and the regional network of Community Foundations.



Our Social Purpose – Making a Difference

We work exclusively with nonprofit and public sector organisations and we donate at least 8% of our time and profit each year. This is generally in the form of pro bono work for small nonprofits as we want to enable organisation of all sizes to gain access to best-in-class technology and consultancy.

In 2025, we achieved the B Corp certification to demonstrate that we meet high standards of social and environmental performance, accountability, and transparency.

As part of our social purpose, we have developed a range of solution accelerators – these are licence-free solutions that fill gaps in native Salesforce functionality and can be managed and further configured by internal teams. This range continues to evolve and grow and help us to fast-track implementations and increase self-sufficiency for nonprofit teams.

We are proud to be a female-led and owned organisation with an almost equal gender split and majority-female leadership team. We strive to make Hyphen8 an excellent place to work where our team can succeed and grow in their roles. At the Digital Revolution Awards, we have won 'Best Salesforce partner to work for' for the past 3 years.

Our values are at the heart of everything we do, shaping how we work with each other and our customers.



2. Hyphen8 Services

2.1 Service Design

Our service design team challenges and transforms your processes to improve efficiency and maximise your impact. By mapping out your processes in full, we can identify areas of risk, and propose changes to help you work more effectively to achieve your mission.

Our experienced Service Designers have joined us from funders including Comic Relief and National Lottery Community Fund, and they bring a wealth of direct grantmaking experience and expertise. They can help nonprofits to align with grantmaking sector best practices, improving grantseeker experiences and outcomes and making your funding fairer.

By starting with Service Design, we can help you re-define your processes from a human perspective so that they align with the needs of your staff and your external stakeholders. User Experience (UX) design ensures that engagement is clear, intuitive and accessible, meeting recognised standards including WCAG.

2.1 Salesforce solution design

Every engagement starts with an in-depth Discovery phase, letting us work together to understand your requirements, challenges and aspirations. We suggest better ways of working, helping you to streamline your workflows and align with funding best practice. In this phase we will:

- Identify pain points
- Challenge processes
- Suggest alternative ways of working
- Share best practice that has worked for other funders
- Consider the user experience – both internal and external

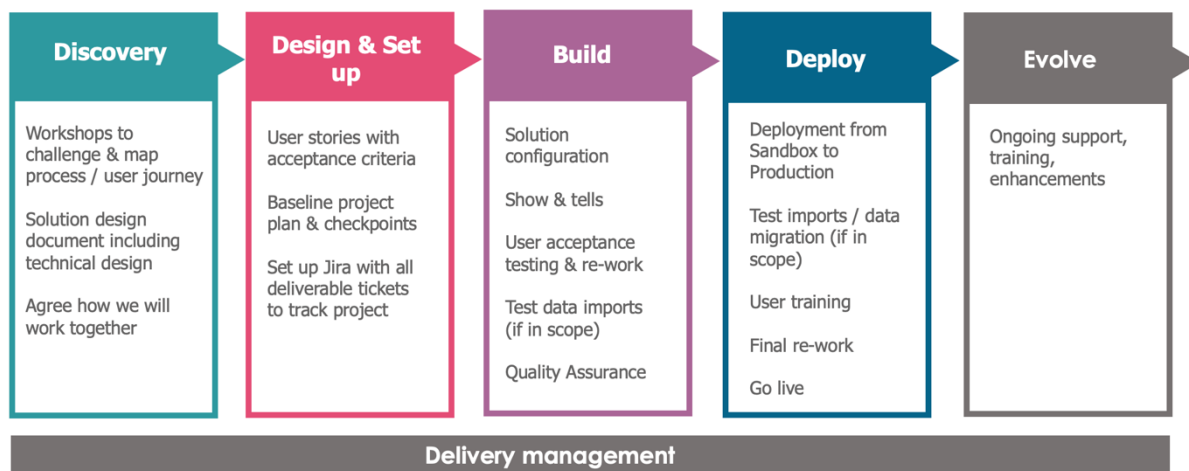
Once we've agreed on what your solution needs to look like, our Technical Solutions Consultants work closely with our Service Designers to propose a solution that will meet your needs.

All solution designs undergo a rigorous Quality Assurance (QA) testing process by our CTO ensuring that the solution is technically viable and aligns with industry standards and best practices.

We collaborate closely with our customer to agree any further changes that might be required before we share a full statement of work for our proposed solution.

2.2 Salesforce implementation

We have an established Delivery Framework that ensures all of our projects follow best practice going through the following key phases:



All development work is completed in a 'Sandbox' environment, with testing taking place before it is deployed to live 'production' environment.

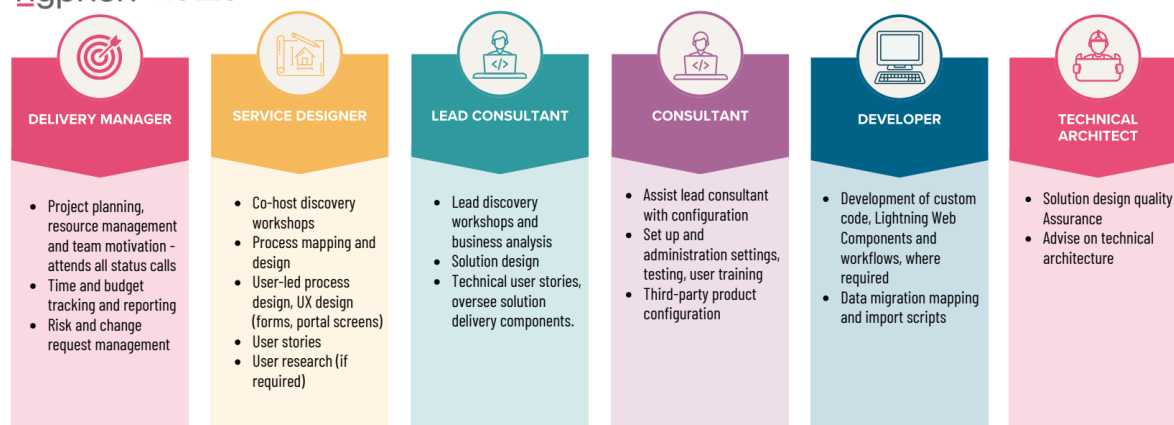
Throughout your project, a Hyphen8 Delivery Manager will be responsible for maintaining and encouraging input into a risk developed at the start of the project.



We'll work closely with you as an extension of your own team during the implementation to ensure that we can mitigate against any identified risks.

We will assign an experienced team comprising of the following roles:

hyphen⁸ ROLES



When we go live with your new Salesforce solution, we'll work with you to minimise disruption for your team and for your external users. We factor this into project planning:

- Go live timed to avoid peak grant application submission times
- Agree a clear and careful transition from your legacy system to Salesforce, including contingency planning for accessing legacy data sources
- System downtime can be timed to coincide with user training /non-working days
- Advance communications with external stakeholders to inform them of application submission timings

Ahead of go live, we also begin a handover process with our Evolve support team so that they are familiarised with your system set-up and are ready to support your teams.

2.3 Salesforce training

We're passionate about ensuring our customers are self-sufficient and only rely on external partners for support where technical skills are not available. We recognise that a project like this is as much a people project as a technology project. At the start of our engagement, we will work with you to design a knowledge-sharing and training programme that suits your culture, your budget and how involved you would like to be and can include:

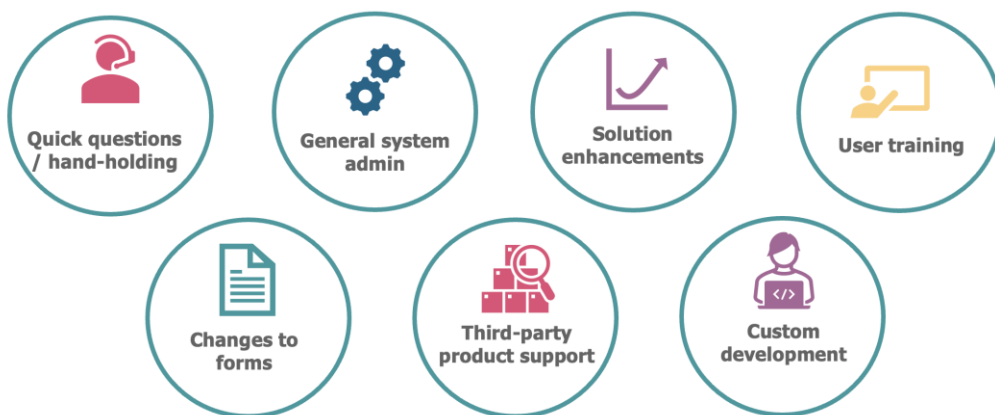
- Short show and tells / videos of configured processes as they take shape

- Instructor-led training sessions (assumed virtual but can be in-person) with general Salesforce / role-specific content and advanced system admin sessions
- In-app guidance for users to be guided dynamically through processes relevant to the screens they are on. Using native Salesforce tools (in app guidance, status path guidance for success) and our free Help Messages accelerator
- Short crib sheets to summarise main steps
- Curation of Trailhead modules – Salesforce’s free online learning platform

2.4 Salesforce Support / Managed Service

Hyphen8 offers flexible ongoing support through our dedicated managed support team, Evolve. This provides trusted resources to act as an extension of your in-house team to boost capacity and carry out configuration that you don’t have the internal skills or time for.

Our managed support programme optimises our customers use of Salesforce. A dedicated team of experts provide anything you need:



- Contracts run for 12 months and are paid for in advance for the agreed number of days
- Additional top-ups can be requested during the contract period
- Fixed day rate for all Hyphen8 team members
- A dedicated Account Manager to help you get the most out of your Evolve period
- Cases are submitted by assigned users via our Experience Cloud portal where you can track case progress and time used

Use of support time varies significantly depending on how self-sufficient a customer becomes.

3 Business Continuity / Disaster Recovery

Salesforce is a leading platform with robust business continuity and disaster recovery countermeasures. They have developed a global business continuity and disaster programme for their services and continue to develop their policies in this area. All data held in Salesforce data centres is co-located at a mirror site with real-time synchronisation, ensuring that customers are not disrupted.

As a partner of Salesforce, we can make recommendations on data back-up processes and solutions.

4 Onboarding / Offboarding Support

Every Hyphen8 customer is assigned a Delivery Manager or Project Manager who acts as your primary point of contact. They, along with the Lead Consultant and assigned Service Designer would work closely with you in the initial Discovery phase and the subsequent implementation phases.

Our Delivery Framework includes onboarding support to transition new users to Salesforce and start support through our Evolve Managed Service.

To ensure sufficient levels of support during go live, we offer an additional 'Hypercare' option, giving extended access to the dedicated team to:

- Help with user adoption, onboarding and additional training
- Single point of contact to deal with in-depth knowledge of your solution with any needs during the early stage of usage
- Resource to help set up user guidance

If a customer decided to move away from Salesforce or our services, we can provide guidance on how to make this transition safely and security to ensure that your systems remain operable and your services are uninterrupted.

5 Service Constraints

There are no service constraints. Please note that where data migration services are in scope, we do not offer data cleansing services – we expect that customers will take responsibility for any data cleansing that is required ahead of migration. We also work with a specialist partner that can be recommended to offer these services if required.

6 Service levels

Evolve (as outlined in section 2.5) is our flexible managed service offering and ensures that you get the highest possible value from your solution, along with the self-sufficiency to maintain it yourself where possible. Available Monday to Friday excluding Bank Holidays from 9am to 5.30pm.

We have a comprehensive Service Level Agreement which outlines our obligations to our customers. Response and resolution times vary depending on severity/urgency

Each severity category is assigned a target resolution time but we aim to resolve cases as quickly as possible. High: >4 hrs, Medium >8hr, Low: > 1 working day.