

RJH Cloud Consulting

G Cloud 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 three 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
 - c. Outsourced support desk operation to triage and resolve all support tickets in line with agreed Service Level Agreements (SLA)

Billing Arrangements

Implementation and enhancement projects are typically provided on a time and materials basis. Outsourced support desk operations are delivered on an outcomes basis or fixed price basis.

