



Salesforce / Marketing Cloud / Mulesoft Solutions

Service Definition

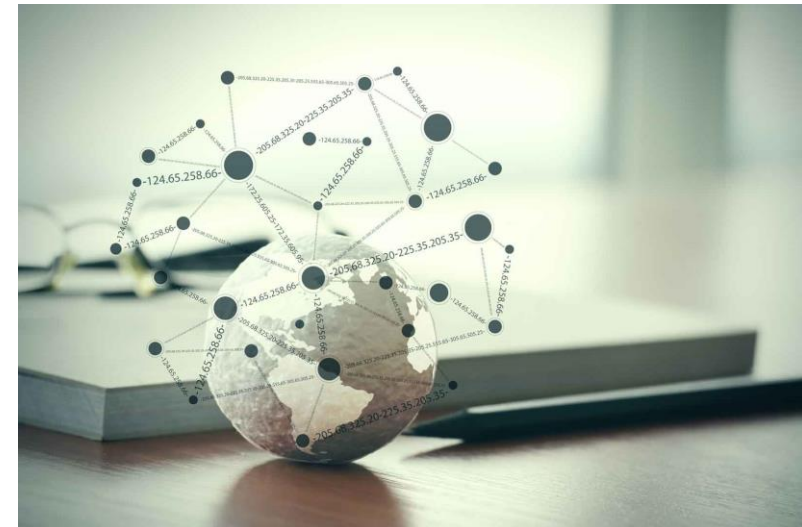
Creation Technology is a 60+ person Salesforce Consultancy, headquartered in London & with offices in India, that specialises in Salesforce Education Cloud, Experience Cloud, Marketing Cloud, MuleSoft, Data Cloud & Agentforce.

Our aim is to support Institutions with digital transformation across the organisation. We always look at organisations holistically & build scalable & extendable functionality to drive more areas of the organisation onto the same cloud platform.

Creation Technology's offering for Higher Education and Public Sector enables organisations to streamline their services, transform the way they engage and gives them a true 360 view of their Students, Residents, Stakeholders and Businesses. We specialise in providing complete end-to-end services for Salesforce industries, from Discovery to Deployment & long-term Managed Service Support. Our team takes great pride in being the subject matter experts in our field.

Services we offer to our clients Include:

- Cloud Strategy / Roadmap Planning & Architecture Design
- Rapid Prototype Development
- Implementation Services across Salesforce, MuleSoft, Marketing Cloud, Tableau, Data Cloud & Agentforce.
- Integration Services using Salesforce & MuleSoft
- Custom Application Development using Salesforce & Heroku
- Payments Enablement & Integration (i.e. Card Payments, Direct Debits, Invoice Integration)
- Salesforce Re-Start / Re-Development Projects
- Salesforce Org Splits, Data Migration Services
- Data Cloud AI implementation to segment your structured and unstructured data
- Support Services, User Training & Adoption etc



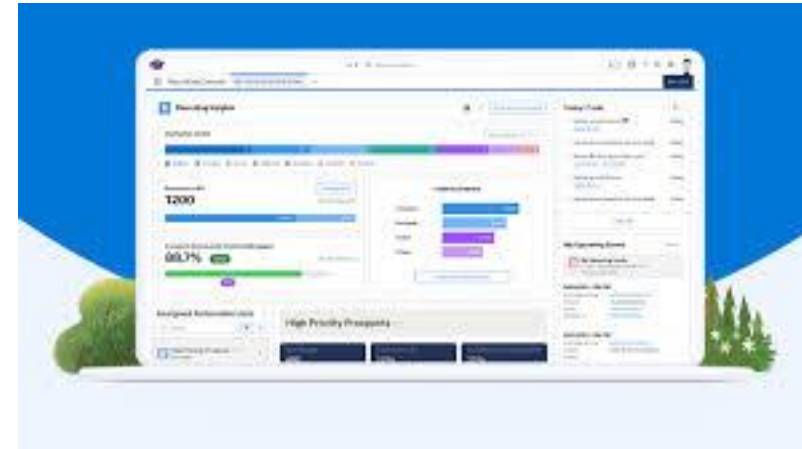
Education Cloud Services

Creation Technology delivers Salesforce Education Cloud based solutions through setup/ configurations or customizations.

- Discovery and Design Services / Education Cloud-based 360-degree view
- Recruitment & Admissions / Student Success / Enquiry & Case Management / Case Deflection / Student Record Systems.
- Advancement Including Alumni relationship management & engagement
- Campus collaboration through community engagement
- Marketing & Analytics / Design & Build Custom Apps, Chat Bots & AI Agents

Creation Salesforce Education Cloud offers benefits including;

- Highly skilled and experienced team with In-Depth Education Cloud knowledge and expertise
- Delivery accelerators and templates for Salesforce Education Cloud
- Highly experienced in integration and migration solution delivery
- Flexible pricing model



Learner 360

Contextualized to enable key solutions for Education



Key Solutions



Recruitment & Admissions



Student Success



Academic Operations



Advancement

Key Capabilities

**Smart
Prospecting**

**Applicant
Experience**

**Admissions
Workflows**

**Intelligent
Alerts**

**Advising
Workflows**

**Program
Enrollments**

**Flexible
Learning**

**Programs &
Courses**

**Program
Plans**

**Alumni
Engagement**

**Donor
Operations**

**Gift
Processing**

Service Initiation

- Qualification with customer
- Technical requirement gathering
- Resource plan and schedule creation
- Agree framework arrangements & Statement of Works

Service Delivery

- Project initiation strategy definition
- Resource allocation and deployment
- On-going service support and governance
- Flexible resource and technical adaptation to changing work requirements

Service Review

- Business continuity approach and handover
- In-depth documentation reviews
- Service quality reviews and performance measures
- Continuous improvement plans created

What terms apply?



Creation Technology commits to provide the service for the duration of the Call-Off Contract subject to the terms and conditions of the Call-Off Contract and the Creation Technology Supplier Terms. Customers need to purchase salesforce licenses from Salesforce.

Termination

Termination shall be in accordance with:

- The G-Cloud Framework terms and conditions.
- Any terms agreed within the Call-Off Contract under Part A Order Form (Termination), where the Crown Commercial Service guidance states: 'The notice period needed for Termination is at least 30 days from the date of written notice for termination without cause.'
- Creation Technology Supplier Terms for this Service are as listed on the Digital Marketplace.

What terms apply?



For this specific service, by default Creation Technology ask for at least thirty (30) days prior written notice of termination without cause. Creation Technology commits to continue to provide the service for the duration of the Call Off Contract subject to the terms and conditions of the G-Cloud Framework Agreement, the Call-Off Contract and the Creation Technology Supplier Terms.

What are the charges?



All consulting engagement and implementation service charges are in £GBP per day, exclusive of VAT and are based on the rates and terms specified in the Creation Technology G Cloud 15 SFIA rate card.

Standards for consultancy engagements:

- Consultant's 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
- Professional Indemnity Insurance – included in day rate
- All Charges exclude VAT.

How do I order?



Please send your requirements to the email address GCloud@Creation-tec.com or mark.fontaine@creation.technology

We will prepare a quotation and agree that quotation with you, including any volume discounts that may be applicable. Once the quotation is agreed, we will issue you with the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order. Once we have received your purchase order, the services will be configured to the requirements agreed. If you are a new customer, additional 'new supplier' forms may need to be completed. Invoices will be issued to you and Crown Commercial Services (CQC) (quoting the purchase order number) for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

creation

www.creation.technology / 0044 (0) 208 735 4270