

Service Definition Document

Salesforce Consultancy, Implementation and Support

Supplier	Francioni Limited
Service ID	FRAN-SF-003
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Salesforce implementation, customisation, and ongoing support services for government organisations. We help you maximise your Salesforce investment through expert configuration, integration with existing systems, and user adoption programmes.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- End-to-end Salesforce deployment and configuration
- Custom workflows, objects, and automation tailored to your processes
- Integration with existing government systems and databases
- Safe data migration with validation and cleansing
- User adoption programmes and administrator training
- Ongoing maintenance, bug fixes, and enhancement requests
- Regular health checks and performance optimisation

4. Service Benefits

- Maximised ROI from your Salesforce investment
- Faster adoption through effective user training
- Reduced implementation risk with experienced consultants
- Seamless data flow between integrated systems
- Scalable architecture that grows with your needs
- Compliance with government data protection standards

5. Technologies

Salesforce Sales Cloud, Service Cloud, Experience Cloud, Apex, Lightning, MuleSoft, Salesforce APIs

6. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

8. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

10. Contact

Company	Francioni Limited
Contact	Alexander Costa, Managing Director
Email	alex@francioni.co
Phone	07895 307732
Website	francioni.co
Company Reg	09101346