



Arcus Salesforce Managed Service, Customer Success, and Support

Pricing

Support



Pricing

Standard success plans

All customers are different, but it is often useful to consider (and perhaps trial) common or standard options when determining the best fit for an organisation's starting point and objectives.

Salesforce's advice on system administration resourcing can be found at:

<https://help.salesforce.com/servlet/servlet.FileDownload?file=01530000001x8hWAAQ>

Customers should also consider Salesforce Success Plans

<https://www.salesforce.com/editions-pricing/success-plans/> as an alternative to, or in combination with, Arcus Managed Services.

Standard Arcus (or 3rd party) app licences include technical support (level dependent upon contract). Where applicable this should also be considered when determining requirements.

Tiers of support

Arcus offers three standard tiers of Salesforce managed service:

- **Code support** - intended for those organisations that have invested in suitable system administration capabilities but are relatively new to Salesforce and so want to ensure that expertise is available on-hand to help diagnose and troubleshoot any issues that arise that reach beyond their expertise.
- **Silver** - intended for those organisations that have limited internal system administration resources and want to ensure that nothing gets missed / the solution keeps operating smoothly but without the commitment of resources to deliver regular changes.
- **Gold** - intended for those organisations that lack internal system administration resources and wish to ensure that staff have access to training & advice and that their Salesforce environment remains aligned with evolving business needs.

If required, Arcus can also design a fully bespoke 24/7 Platinum success plan for those organisations that require public facing support, not just staff / officer facing support.

Code support

Code support customers will typically have a team of committed, skilled and experienced system administrators in place, but perhaps not with significant Salesforce skills or access to developers that can work on the most technical parts of the solution such as Apex Classes, Lightning Web Components, Visualforce, and 3rd party technology integrations.

The system administrators will have completed the Admin Advanced Trailhead course (https://trailhead.salesforce.com/en/content/learn/trails/force_com_admin_advanced) and its prerequisites and likely be working towards certification.



The Arcus Support team will be available to investigate any issues which the in-house team is unable to fully diagnose or resolve. The findings will be discussed with the customer team and potential routes forward recommended.

The execution of any changes will be excluded unless:

- Covered as part of a Code+ agreement has been reached to transfer risk to Arcus,
- Separately quoted and purchased, or
- Related to Arcus standard or custom solutions under warranty.

Arcus Support will work with the in-house team to assess the impact of Salesforce releases and scope out associated works where applicable.

The Arcus Service Desk will monitor the nature of requests under Code Support to ensure that customer System Administrators are developing their skills and applying capacity appropriately.

Silver support

Silver support customers will typically have some system administration resources available, but with many draws on their time making it difficult for them to do more than work with end users, collate requirements and set the direction of travel. They will have completed some relevant Trailhead courses, but also not have the time needed to keep Salesforce knowledge fully up to date.

Silver support includes execution of the following tasks within Salesforce:

Core tasks

- User management - on-board, updates, off-board.
- Queues and assignment rules.
- Working Hours and Holidays.
- Email template management.
- Conga query, solution, and template management.
- Data / user error corrections.
- Backup administration (customers must provide details of their preferred backup solution).
- File and Data Storage allowance monitoring.
- Resolution of issues in Salesforce Platform (reporting to Salesforce only, also check <https://trust.salesforce.com>).

Continuous improvement tasks

- Annual Salesforce Licence optimisation review.
- Monthly solution review call with system administrator.
- Re-active (i.e. customer system admin-led) refinement of existing features:
 - Object administration - tabs, list views, record types, page layouts, fields, validation rules, picklist values, path, search, lightning pages, actions.
 - Home Page Administration.
 - Lightning App Administration.
 - Chatter.
 - Approval Processes, Workflows, Process Builders and Flows.



Note: Not all tasks will be applicable to all customers e.g. not all environments will have integrations or will use queues, but where they do then they will need to be maintained.

Important: for code-rich environments, customers must ensure that suitable Code Support (or equivalent) is in place, either from Arcus Global or another 3rd party.

Gold support

Gold support customers will typically have very limited system administration resources available, perhaps finding it difficult to attract the right calibre of candidate during recruitment or needing to focus on internal project initiatives away from their Salesforce solutions. However, they also know that ongoing investment is vital to ensuring that systems deliver the intended business benefits.

Gold support includes Silver support services and adds the following:

- 1st line support - customer staff are able to contact Arcus Support directly for help and advice.
- Nominated lead support engineer - key individual within the Arcus Support team that will build relationships with customer staff and pick up new P3/P4 tickets by default.
- Advanced issue resolution:
 - Integrations.
 - Custom Lightning Components.
 - Custom Apex.
 - Issues in customer / 3rd party customisation / configuration work.
 - Data restoration (dependent upon customer backup solution).
- Average of 1 days per week (for every 20 users) of pro-active checks and changes covering topics such as:
 - Training.
 - Changes to Arcus-delivered customisation / configuration.
 - Report Types, Snapshots, Reports and Dashboards.
 - Salesforce community branding.
 - Matching and Duplicate rules.
 - Configuration deployment / release management.
 - Security - Sharing Rules.
 - Security - IP Ranges, SSO, Password Policies.

Important: for code-rich environments, customers must ensure that suitable Code Support (or equivalent) is in place, either from Arcus Global or another 3rd party.



Pricing models

Support	Pricing Model
Solution discovery	£11,660 standard charge including up to: 20 process builders / Flows 10 Apex Classes 10 Visual Force Pages 10 Custom Lightning Components (Apex or Aura) 2 external integrations Unlimited custom objects & custom fields Additional investigation complexity and/or pre-Support remediation work on a “time and materials” basis based on our Rate Card.
Code Support	Included free of charge for Arcus standard application customers where issues relate to Arcus-delivered technology. For other customers a detailed quotation will be prepared following solution design or discovery. Typical monthly costs: £117 per flow / process builder / workflow rule (note process builder and workflow rule support is ending and migration to Flow is required) £409 per Visualforce page £700 per Apex Class (excluding test classes) £525 per Lightning Component (LWC or Aura) £467 per Customer Community £1400 per integration <i>Minimum £583 per month</i>
Silver	£30 per user per month <i>Minimum £1166 per month excluding Code Support</i>
Gold	£111 per user per month <i>Minimum total of £3498 per month excluding Code Support</i>

The pricing in the table above is based on standard 0900-1700 Monday to Friday support excluding bank holidays. Hour on working days can be extended using one of the following commercial multipliers:

- 0800 - 1800 x 1.2
- 0700 - 1900 x 1.35

Out of hours cover for bank holidays and weekends is available fully ad-hoc (£1350 per day) or as a block (minimum 10 days) purchased at the beginning of each calendar or contract year (£950 per day). Out of hours cover must be booked at least one month in advance.



Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£650	£650	£650	£650	£650	£650
2. Assist	£800	£800	£800	£800	£800	£800
3. Apply	£950	£950	£950	£950	£950	£950
4. Enable	£1050	£1050	£1050	£1050	£1050	£1050
5. Ensure	£1200	£1200	£1200	£1200	£1200	£1200
6. Initiate / Influence	£1400	£1400	£1400	£1400	£1400	£1400
7. Set Strategy / Inspire	£2000	£2000	£2000	£2000	£2000	£2000

Standards for Consultancy Day Rate Cards

Consultant's working day: 7 hours exclusive of travel and lunch

Working week: Monday to Friday excluding national holidays

Working hours: 9:00am to 5:00pm Monday to Friday

Travel, mileage & subsistence: Included in day rate within M25. Payable at cost for standard travel and subsistence rates outside M25

Professional indemnity insurance: included in day rate

Discounts: may apply for large numbers of consultancy days



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