

XMA Limited

Salesforce Training and Certification

- Cloud Support - Digital Marketplace - Lot 3
- G-Cloud 15



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Salesforce Training and Certification

1. Service Description

1.1. Service Overview

Expert-led training courses and Certification programs for Administrators, Developers, Marketers, Solution Experts, Architects, Consultants and End-Users. Delivered by Trailhead Authorised Instructors, we provide Public Courses, dedicated Private Workshops, both in-person and as virtual classes. Salesforce training supports valuable, industry recognized Salesforce credentials. This high-touch training combines official Salesforce content and materials with practical hands-on activities. Courses are facilitated by Salesforce Authorised Instructors, who share insight and best-practice. We offer a variety of delivery options, including customised training solutions, private onsite workshops, and a schedule of courses delivered virtually, or at training centres across the globe.

1.2. Service Features

- Courses provide official Salesforce curriculum & materials
- Learn direct from Salesforce Authorised Instructor experts
- Provide guidance and expertise using the free Trailhead Platform
- Role-based Learning Paths deliver comprehensive focused learning
- Hands-on exercises and practice enable learning through doing
- Direct and targeted preparation for Salesforce Certification
- Solutions that enable skills development across the organisation

1.3. Service Benefits

- Provides accelerated learning, faster adoption and user success.
- Training is delivered by Salesforce's expert, Certified Instructors.
- Increase agility, efficiency, and business impact with Salesforce-certified employees
- Develops valuable skills and industry recognized Credentials for career growth
- Ongoing skills development and maintenance ensured to keep you successful
- Training integrated in to your Salesforce solution, ensures maximum value
- Independent surveys report additional ROI, realised through investment in Salesforce training

1.4. Main components & Functions of this service

Virtual, Public Scheduled Instructor Led Training

- Expert-led training format taken remotely
- Hands-on training led by Salesforce Certified instructors Virtual collaboration with attendees and instructor

Dedicated Private Workshops (Virtual or in-person)

- Keep the conversation about your project private
- Better control over class content and pace
- Team discussions and collaboration
- Up to 14 participants in a class

2. Information Assurance

Salesforce holds a suitably scoped ISO:27001 certificate that covers the majority of its core services, please refer to the SPARC detail [here](#) for further product specific information.

In addition, we currently hold the following certifications:

Geographical Recognition

TRUSTe Certified Privacy Seal

Japan Privacy Seal from the Japan Information Processing Development Corporation (JIPDC)

TUV Certificate

FedRAMP

Cyber Essentials

Global Audit Compliance

ISO 27001

SSAE 18/ISAE 3402 SOC-1

SOC 2

SOC 3 (SysTrust)

PCI-DSS

Learn more here: [Salesforce Services Trust and Compliance Documentation](#)

Relating to the Government Security Classification (GSC) scheme, Salesforce has various Public Sector customers, holding a variety of data, which is constantly increasing. Please contact us for up- to-date information relating to specific requirements.

3. Data Backup / Restore and Disaster Recovery

Data Backup does not apply to training services.

4. On-Boarding

Training courses can be customised to specific needs, please contact:

Reseller Contact - Name

Reseller Contact - Role

Reseller Contact - Email + Phone

Public Scheduled Courses:

Training Account Executive will share UK Public Schedule with customers. Courses can be booked up to 2 working days before the course start date, however, this is subject to availability

Private Workshops:

Customer provides 2 - 3 preferred training dates, Training Account Executive will check and confirm trainer availability. The date will then be held provisionally for 48 hours, when the customer can either confirm or release the date. On confirmation of dates, a signed order

form and / or a soft copy Purchase Order are required before Salesforce University can confirm dates and book trainer etc.

Billing details:

Customer confirms billing details below and Trailhead Account Executive Creates order form for signature. Signed order form constitutes acceptance of our Cancellation Terms & Conditions

Purchase Order:

A Customer issues a purchase order (where applicable). If customers do not use a Purchase Order system the signed order form is sufficient to confirm training bookings. Training can be drawn down against the Purchase Order as needed.

Attendee details - Public Workshops:

Attendee details (name, email address & mobile phone number) are required at time of booking.

Attendee details - Private workshops:

Attendee details are required 10 working days before training commences. Trailhead Account Executive will send an Attendee Request Form to the customer.

5. Off-Boarding

Details of training termination options and implications are contained in our terms. For technology services, the supplier would never terminate except for buyers material breach of the Call-Off Contract and the terms.

6. Pricing Summary

Comprehensive pricing details can be found in our separate pricing document

7. Service Constraints

Here are some key considerations we wish to highlight; a full list is contained in our Supplier Terms.

Private Workshops:

Where possible, please allow a 6 week lead time for Private Workshop delivery. Customer provides 2 - 3 preferred training dates, Trailhead Account Executive will check and confirm trainer availability. The date will then be held provisionally for 48 hours, when the customer can either confirm or release the date. On confirmation of dates, a signed order form and / or a soft copy Purchase Order are required before Salesforce University can confirm dates and book trainers etc.

Billing details:

Customer confirms billing details below and Training Account Executive Creates order form for signature. Signed order form constitutes acceptance of our Cancellation Terms & Conditions

Purchase Order:

A Customer issues a purchase order (where applicable). If customers do not use a Purchase Order system the signed order form is sufficient to confirm training bookings. Training can be drawn down against the Purchase Order as needed.

Attendee details - Public Workshops:

Attendee details (name, email address & mobile phone number) are required at time of booking.

Attendee details - Private workshops:

Attendee details are required 10 working days before training commences. The Training Account Executive will send an Attendee Request Form to the customer.

8. Customer Responsibilities

For Private Workshops it is the customer's responsibility to engage with Account Executive to ensure that the correct content is covered on all training engagements. This process will be managed by the Account Executive who will coordinate engagement with the customer key stakeholders

9. Client-side Technical Requirements

Client-side Technical Requirements do not apply to Training Services

10. Planned Maintenance Windows

Planned Maintenance Windows do not apply to Training Services

11. Training

We provide webinar-based and instructor led training for the majority of our services. Details can be found in our separate listing for Salesforce Training also listed on the Digital Marketplace.

Further information can also be found here:

https://www.salesforce.com/services-training/training_certification/training-by-cloud.jsp

12. Data Centre Locations

For the Salesforce Services (services branded as Force.com, Site.com, Sales Cloud, Service Cloud, and Chatter), if a new 'Org' of the Salesforce Service is provisioned for a Customer with a billing address in the UK, Customer Data in that 'Org' is stored in data centres in England.

In addition, Salesforce may store information in data centres located outside of EEA, such as identifying information, relating to the Customer's instances(s) of Salesforce Services and users for the purposes of operating the Salesforce Services, such as facilitating the login process and the provision of customer support.

Such identifying information as provided by the Customer in its provision of user accounts shall only include the following personal data about users: first and last name, email address, username, phone number, and physical business address.

For other services which are not Salesforce Services, Salesforce uses various data centres located throughout the world. The location of Salesforce data centres for all services

is specified in the Salesforce Infrastructure and Subprocessors Documentation, available under the following link - <https://www.salesforce.com/company/legal/trust-and-compliance-documentation/>

13. Performance

Full details are contained in our terms, however, Performance is not relevant to Training Services.

THE CONTENT OF THIS DOCUMENT IS FOR INFORMATIONAL PURPOSES ONLY AND A CUSTOMER'S RIGHTS AND REMEDIES ARE GOVERNED EXCLUSIVELY BY THE G-CLOUD 15 CALL-OFF CONTRACT AND SUPPLIER TERMS. ANY RESPONSE TIMES OR CUSTOMER OUTCOMES STATED HEREIN ARE INDICATIVE ONLY.