



salesforce



Salesforce.com Partner Success Plans

We place great value on your success as a salesforce.com partner. That's why we're committed to supporting you with Partner Success Plans—which include a range of services to answer your functional questions, help resolve specific technical issues, and get your apps to market fast.

All partners receive Partner Standard Success Plan, with the option of purchasing Partner Premier Success Plans for faster support and direct access to a specialized technical team that understands the development needs of partners. Partner Premier also includes an assigned Partner Premier support representative to provide case management, and Premier Developer Support for code reviews and troubleshooting.

Select the Partner Success Plan that's right for you

Partner Premier Success Plan

When you need help, Partner Premier Success Plan gives you immediate access to our expert technical resources. Premier support reps are the most knowledgeable in the industry and available to help resolve your issues faster and give you peace of mind. For Severity 1 cases, we're available 24/7 and response time is just 1 hour. You'll also get an assigned Partner Premier support representative who knows your unique business, projects, and issues. With this service, you get:

- **Continuous coverage:** 24/7 toll-free phone support for Severity 1 cases
- **Fast response time:** within 1 hour for Severity 1 cases
- **Assigned Partner Premier support representative:** proactive case management and technical best practices
- **Premier Developer Support:** error-related troubleshooting and code reviews, plus best practices to help you build apps on the Force.com platform
- **Notifications:** advance notice of planned maintenance and downtimes
- **Partner Premier Success review:** review of your cases, escalations, and partner resource usage to make sure you're fully using your Partner Premier subscription

Partner Premier Success Plan – CRM Reseller

If you're a partner that resells Salesforce CRM licenses, you need extra assistance. In addition to providing developer support for your integrated solutions, Premier Success Plan – CRM Reseller will help you with customer escalations on CRM-related issues. For example, if your customer has an unresolved issue with Salesforce CRM applications - after you've provided first and second line support - you can contact Premier and we'll provide expert technical assistance to help you close the case. You'll get all the benefits of the Partner Premier Success Plan, plus the power of salesforce.com technical support to provide fast resolution to your customers' issues.

Partner Standard Success Plan

Our free Partner Standard Success Plan includes access to self-help resources and the ability to log cases for functional and technical issues via Partnerforce, the salesforce.com partner portal. Responses to cases are provided within 2 business days, during local business hours. All partners can join our interactive developer community at <http://developer.force.com/>, where you can share expertise with other partners. Developer Force features discussion boards, technical documentation, best practices, code samples, blogs, and other resources to speed your development time.

Signing up for support is easy

Use the following table to get details on the benefits provided with the Partner Success Plans. If you decide to purchase Partner Premier, please log a support case via Partnerforce, the salesforce.com partner portal. You can also call your Partner Manager to discuss the services offered with Partner Premier and determine which is best for you.

Compare Partner Success Plan Offerings

Features	Partner Standard	Partner Premier	Partner Premier – CRM Reseller
Support initial response time by case Severity Level ¹	2 business days ²	Severity 1: 1 hour, 24x7 ³ Severity 2: 2 hour ⁴ Severity 3: 4 hour ⁴ Severity 4: 8 hours ⁴ Partner program-related cases: 1 business day	Severity 1: 1 hour, 24x7 ³ Severity 2: 2 hour ⁴ Severity 3: 4 hour ⁴ Severity 4: 8 hours ⁴ Partner program-related cases: 1 business day
24/7 toll-free phone support		✓	✓
Prioritized phone queue		✓	✓
Assigned support representative ⁵		✓	✓
Premier Developer Support ⁶		✓	✓
Proactive alerts and notifications		✓	✓
Partner Premier Success review		✓	✓
Assistance with end-customer support escalations			✓ Within 2 business days ²
Pricing	Free	\$24,000/year	\$54,000/year

¹Severity level definitions:

- Severity 1: Critical – System unavailability • Data integrity issues • Login security
- Severity 2: Urgent – Major functionality is impacted • Significant performance degradation • Time-sensitive feature activation or data export
- Severity 3: High – System performance issue
- Severity 4: Medium – Inquiries about routine technical issues • Information requests • Feature activation or data export requests

²Excluding holidays.

³24/7 Severity 1 coverage includes weekends and holidays.

⁴Severity 2, 3 and 4 target response times include local business hours only and exclude weekends and holidays.

⁵Assigned support representative in one region, and available during local business hours.

⁶See Appendix for details.

Appendix: Premier Developer Support

Premier Developer Support

Although there are many ways to develop custom applications on Force.com, not all of them result in equally efficient, robust, or elegant code. Premier Developer Support analyzes the performance objectives of your planned applications and recommends best practices for achieving those objectives, based on available Salesforce functionality and our pooled knowledge.

For example, if a developer needs to manipulate Salesforce CRM data and present it within the Salesforce user interface, a Developer Support engineer from our team of experts will recommend specific tables, fields, and functionality that will accomplish that goal effectively and quickly. This advice is particularly important with Force.com code (Apex), where developers must be mindful of governor limits and other features particular to running applications in a multitenant environment.

Premier Developer Support includes:

- Access to expert Developer Support resources
- Best practice advice for creating Force.com code and Force.com pages (Visualforce)
- Error message troubleshooting and exception handling
- In-depth code analysis, de-bugging, and recommendations (up to 200 lines)
- Access to our interactive developer community, [Developer Force](#)

Premier Developer Support Features

Features	Premier Developer Support
Availability	Included with Partner Premier Success Plan
Case creation	Phone, Web
Response time	2 hours for customers 1 hour – 1 business day, depending on severity, for partners
Force.com code (Apex) & Force.com pages (Visualforce)	<ul style="list-style-type: none">• Explanation of governor limits• Salesforce error message troubleshooting• Error-related code review of Force.com classes and triggers (up to 200 lines)• Force.com code and Force.com pages best practices and recommendations
Web Services API	<ul style="list-style-type: none">• Salesforce error message troubleshooting• SOAP message capture and review• Web Services API best practices and recommendations
Salesforce.com-supported Developer Toolkits (AJAX, Force.com Migration, Force.com IDE, etc.)	<ul style="list-style-type: none">• Salesforce error message troubleshooting• Toolkit best practices and recommendations

Developer community

All customers and partners are welcome to join our interactive developer community at <http://developer.force.com/>. Share expertise with other developers on Developer Force, which features discussion boards, technical documentation, best practices, code samples, blogs, and other resources to speed your development time.



For more information

Contact your account executive to learn how we can help you accelerate your Force.com success.

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