

# PLATFORM COMMITMENT



## Platform Commitment (Managed Services)

Salesforce implementation is just the start of your company's Salesforce journey. Business changes add up, requiring Salesforce adjustments to keep aligned with your organization's needs. Let us help you maximize the return on your Salesforce investment!

### Get More Value From Your Salesforce

Most companies using Salesforce don't lack for desired enhancements – they just lack the bandwidth to get them done. Platform Commitment provides a powerful option. It delivers ongoing access to a highly trained, stable and agile team of experts to help you complete your key priorities – ensuring you get more value out of Salesforce.



*"I am constantly amazed at how efficient Demand Chain works. They always know the right questions to ask and are able to pivot when needed / asked and can always see my needs before I see them. They are more than an implementation partner to me - they are a part of my team – always.*

*- Platform Commitment Client, March 2020"*

### Why Demand Chain?



#### Experience

We have solved similar challenges for over 125 clients. We have 3 Salesforce MVPs, 135 certifications and over 100 years of combined Salesforce experience.



#### Dedicated Lead

We designate a single point of contact who learns and understands your business. They provide continuity, coordinating team efforts, ensuring great results!



#### Speed

Our Platform Commitment team members can onboard and complete the work faster than you can source and hire a new resource.



#### Savings

Our Platform Commitment resources are more cost effective and nimble than carrying the full cost of added internal staff.



**CALL**

**952.345.4533**

Call to connect with our Platform Commitment team or email [info@demandchain.com](mailto:info@demandchain.com)



**PARTNER**  
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**DEMAND CHAIN**

# PLATFORM COMMITMENT – SUPPORT EXAMPLES

- **Troubleshooting:** Identify and resolve issues impacting client's Salesforce instance
- **Integrations:** Create/ Test integrations with external systems
- **Reports & Dashboards:** Create report folders, custom reports, dashboards
- **User Access:** Account creation, password resets, user deactivation
- **Security & Sharing:** Manage profiles, permission sets, roles, password policies
- **Objects/Fields:** Create/Update/Delete standard objects, custom objects/fields
- **Data Quality:** Validation rules, page layouts, service/sales console customization
- **Process Automation:** Standard workflows/actions, process builder, flow, approvals
- **Data Manipulation:** Import prepared data loads, export requested data
- **AppExchange Add-ons:** Install, configure and uninstall packages
- **Salesforce Release Notes:** Determine critical updates specific to customer
- **User training:** Training and onboarding to increase adoption
- **Admin coaching:** Teach your Admins best practices
- **Development:** Classes, triggers, and User Interface, Viisualforce and Lightning

## Recent Platform Commitment Clients



medhub



eurofins



## Powerful Process, Immediate Results

We partner with you from Day 1 to identify and prioritize which actions will deliver the biggest impact for your business most quickly. This jointly developed roadmap, enables our team to deliver real value within days! Ready to learn more? Let's talk!

**Demand Chain**  
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**Connect with our Platform  
Commitment team today. Call or  
email [info@demandchain.com](mailto:info@demandchain.com)  
to find out more!**

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