

SUPPORT

On-Demand support for all your CRM needs.



150+ TASKS OFFERED



SETUP & CUSTOMIZATION

- User Management
- Custom Objects / Modules
- Security Management
- Record Types / Page Layout
- Email Integration
- Custom Apps



DATA MANAGEMENT

- Data Import & Export
- Duplication Rules
- Matching Rules
- Mass Records Updating
- Validation Rules
- Assignment Rules



DATA ANALYSIS

- Custom Reports
- Dashboards
- Folders and Reports
- Folders and Reports Sharing
- Schedule Reports
- Artificial Intelligence

PAY AS YOU GO, ONLY WHEN YOU NEED IT

THE SPARKWISE ADVANTAGES

FLEXIBLE SERVICES

Pay as you go, only when you really need help. We offer services adapted to your needs.

FAST RESPONSE

In a rush? We deliver quick service with pre-established response times.

CERTIFIED EXPERTS

Our advice always follows the best practices in the industry to ensure your success.

OUR PROCESS FOR CUSTOMER SUCCESS



30-minute consultation call with your stakeholders to identify your organizational goals and your objectives.



We analyse your current configuration to advise you with ways to improve your instance with a personalized report.



We set up, maintain and customize your instance according to your requirements, following best practices.



One of our certified consultants will be in charge of your account. This means you have a quick and direct contact with your CRM Administrator.



Time is tracked to the quarter hour so you are always billed for the right amount. Access to an online portal will be provided to follow each task's progress.



You're in charge. Each week, we send you a report of the support time used by your employees. This means no surprise when you receive your bi-monthly invoice.

ABOUT US

Sparkwise is an IT consulting firm that helps businesses thrive using easy-to-use and scalable solutions. Our certified analyst will take all the time necessary to understand your unique business requirements and design the right solution to meet them. This is our promise to you: we will always give you the best of us to ensure your success. Our philosophy is simple, we think that the success of our business is directly impacted by the success of yours.

At Sparkwise, we are committed to your success!

SALESFORCE
CERTIFIED

Administrator

SALESFORCE
CERTIFIED

Platform App
Builder

SALESFORCE
CERTIFIED

Service Cloud
Consultant

SALESFORCE
CERTIFIED

Platform Developer I