

## MANAGED Services

**Application Maintenance & Support** - For customers who need break-fix, release management and small enhancement support

**Services** - Break/Fix, Release Management, Admin, Training, Deployment Services, Health Check

**Features** - Single point of contact, Dedicated team that understands the business, Project coordination on tickets

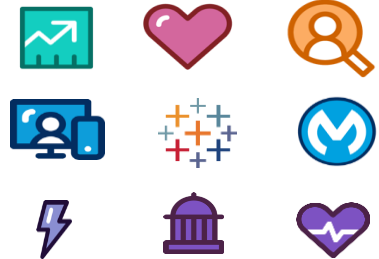
**Benefits** - Maintain pace with upgrades

**Projects** - For customers who anticipate a larger number or enhancements and maintenance of customized logic, workflows, layouts and reports.

**Services** - Solution Design (Requirements Definition, Implementation & Testing Services), Release Management, Training, Break/Fix, Deployment Services, Delivery oversight, Strategic Road Map Alignment, Health check

**Features** - Single point of contact, Dedicated team, Project management & delivery oversight, Solution design, Best practices

**Benefits** - Longer term contracts, quarterly flex on hours, Solution oversight, quarterly business alignment, roadmap validation



### Tectonic at a glance

Salesforce integrator since 2008

Delivered over **500** successful implementations

4.8 Customer Satisfaction Rating (as of June 2023)

Over **125** employees located in Denver, Chicago, Texas and internationally

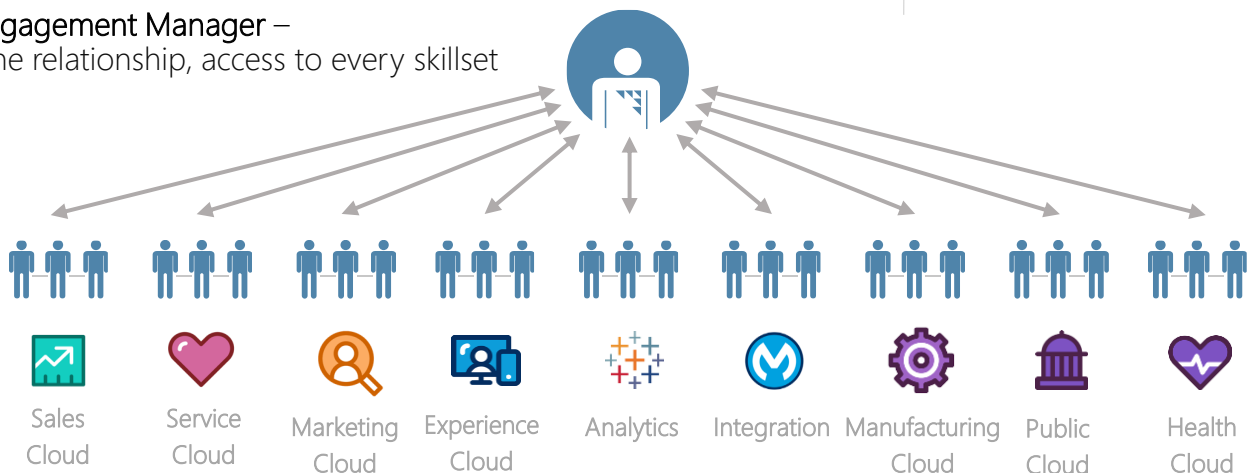
Multi-cloud certified, with over **169** certifications

Salesforce Ventures invested in Tectonic in Q3 2015

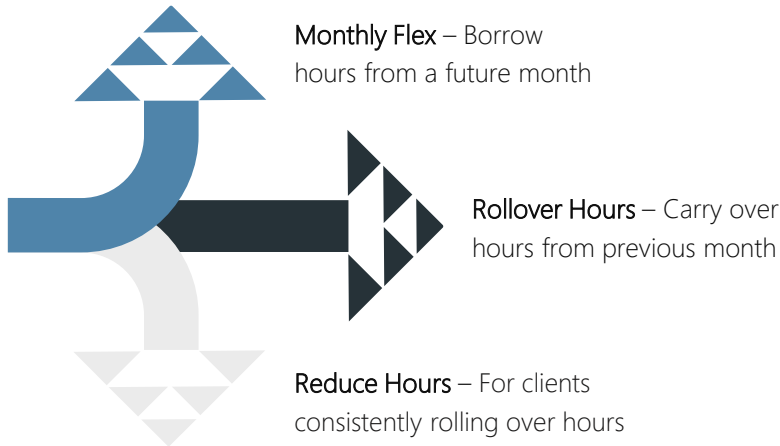
Packaged MVP Solutions to achieve quick turnaround

Salesforce Service Provider supporting Grant Thornton and other Integrators

**Engagement Manager** -  
One relationship, access to every skillset



Determining your needs - If you need to adjust your hours, we are ready to accommodate.



Hours/Month	What's Achievable
40h	One Project
80h	Two Projects
160h	Two Major Projects

### Our Track Record- Insight to action

**Salesforce Technology Services Integrator** - Tectonic has successfully delivered Salesforce in a variety of industries including Hospitality & Gaming, Health Life Sciences, Manufacturing and Public Sector (including Tribal Nations). Our primary focus is assisting clients with their Salesforce needs to solve business challenges. We work at the intersection of CRM, Marketing, Big Data, and Analytics.

**Proven Delivery** - Tectonic delivers Salesforce Implementation, Integration and Managed Services, utilizing a modified Waterfall / Agile Delivery Method, leveraging US and International Delivery Center (IDC) resources, and delivering with strong, experienced Project Management

**Strategic Relationship with Salesforce** - Salesforce Ventures invested in Tectonic in Q3 2015. Strong working relationships with Salesforce License Sales, Professional Services and Alliances.

### Managed Services Clients

#### Health & Life Sciences



#### Hospitality



#### Manufacturing



#### Tribal Nations



### Contact Tectonic

[info@gettectonic.com](mailto:info@gettectonic.com) (888) 707-1574

7000 East Belleview Avenue, Suite 315, Greenwood Village, CO 80111, USA