



Prudence B2B

Transforming Industries, Empowering Communities



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MONTHLY SALESFORCE SUPPORT

Keep Salesforce dependable, useful, and aligned with changing operational needs.

Flexible monthly capacity | Senior oversight | Eastern Time business hours

Prudence B2B provides recurring Salesforce administration, troubleshooting, minor enhancements, data support, and backlog management for organizations that need reliable expertise but may not require a full-time administrator.

Typical support activities

Administration	Improvements	Data and continuity
Users, permissions, page layouts, record types, reports, dashboards, and routine configuration.	Flows, minor enhancements, backlog management, testing, documentation, and release support.	Imports, cleanup, troubleshooting, temporary administrator coverage, and vendor coordination.

Monthly packages

Package	Included hours	Monthly fee	Best suited for
Essential	10	\$1,500	A small, steady volume of administration and support
Growth	20	\$2,800	Recurring administration plus continuous improvement
Extended	40	\$5,200	Multiple teams, integrations, or a larger enhancement backlog

How the service operates

1. Initial environment review and onboarding
2. Backlog creation and monthly priority agreement
3. Authorized configuration, troubleshooting, testing, and documentation
4. Monthly activity summary and review meeting

Commercial terms

- Three-month initial commitment
- Unused hours expire at the end of each month
- Additional hours require written approval
- Standard request acknowledgement within one business day
- No automatic 24/7 or after-hours support
- Urgent production support is best effort during business hours unless separately agreed



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