

ACADIA BAY SUCCESS PLANS

Assess

Stabilize

Support

Manage

Optimize

Trusted Salesforce & Fonteva Expertise on Subscription

Keep your Salesforce orgs healthy, optimized, and ready for every release. Predictable support. Proactive care. Guaranteed response times.

BASIC

Perfect for orgs with lighter monthly needs

\$1850 /mo (12 mo plan)**\$1900** /mo (6 mo plan)

- ✓ 10 included hours
- ✓ 4 hour critical response SLA
- ✓ 1 portal user
- ✓ Fonteva bugfix installs as able
- ✓ Proactive work planning

PREMIER

For orgs needing proactive, high-volume support

\$3900 /mo (12 mo plan)**\$4000** /mo (6 mo plan)

- ✓ 20 included hours
- ✓ 2 hour critical response SLA
- ✓ Up to 4 portal users
- ✓ Fonteva bugfix installs
- ✓ Priority scheduling
- ✓ Priority Support
- ✓ Quarterly org review
- ✓ Annual optimization report
- ✓ Proactive work planning

Clients without a Success Plan:
Billed at \$210/hour, no guaranteed SLAs

Clients with a Success Plan:
Additional hours billed at your plan rate (\$185–\$200/hr)

What's Included



Certified Expertise

Salesforce certified specialists skilled in membership, events, and nonprofits.



Guaranteed SLAs

Critical issues handled within hours and resolved per your plan's service levels.



Fonteva Bugfix Installs

Tested, installed, and verified to ensure stability and release compliance.



Proactive Work Planning

Monthly work plan and mid-month progress report, so you don't need to drive the backlog.



Flexible Monthly Hours

Use plan hours for fixes, enhancements, support, or small projects. Up to you!

Let's tailor the right Success Plan
For your Org

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