



# Welcome to the Age of the Customer





# Our Mission

“To provide world-class  
Information Technology  
solutions and services  
that exceed our  
customers’ expectations”

# NetU At A Glance

Leading IT solutions & services organization in the Eastern Mediterranean

Presence in Cyprus and Greece

Strong local and international activity

Serving mid-market to large organizations

Full spectrum of IT solutions & services

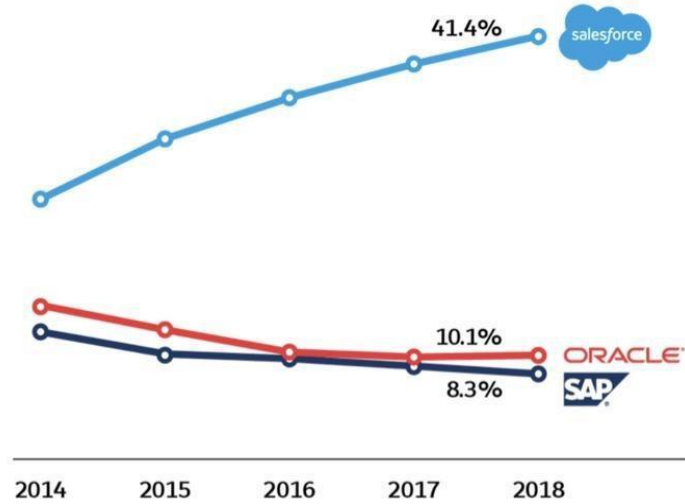
Specialization in Public Sector. Main IT provider for the Government of Cyprus

Strong presence in Private Sector

ISO 9001:2008 and ISO 27001:2005 certified

# Ranked #1 in Service.

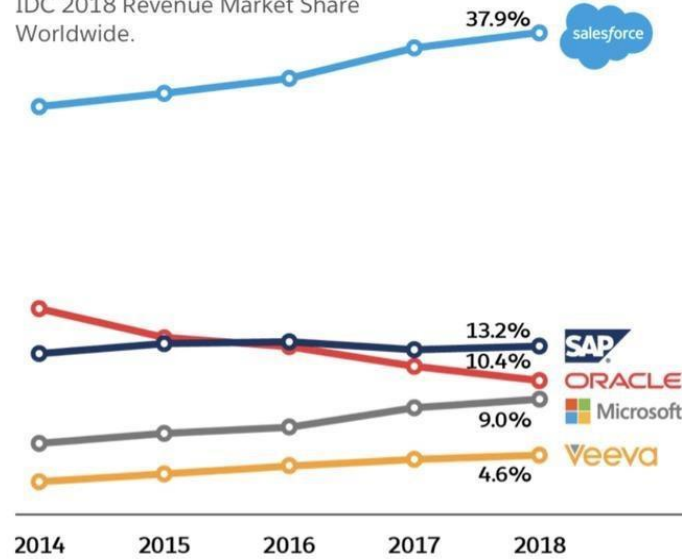
Ranked #1 for Customer Service Applications based on IDC 2018 Revenue Market Share Worldwide.



Source: IDC, Worldwide Semiannual Software Tracker, April 2019.

# Ranked #1 in Sales.

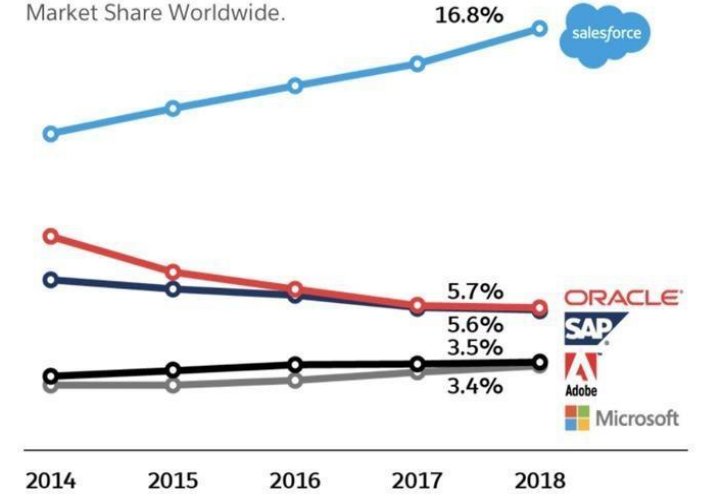
Ranked #1 for Sales Force Productivity and Management Applications based on IDC 2018 Revenue Market Share Worldwide.



Source: IDC, Worldwide Semiannual Software Tracker, April 2019.

# Ranked #1 for CRM.

Ranked #1 for CRM Applications based on IDC 2018 Revenue Market Share Worldwide.



Source: IDC, Worldwide Semiannual Software Tracker, April 2019.

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**Scope****Price in Euros**

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**Starter Pack****€4.500,00**

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**Discounted 50% First Year Annual Support****€500,00**

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- VAT not included.
- Annual Support covers up to 12 hours of support and for the 1<sup>st</sup> Year is discounted at 50%.
- For subsequent years Annual Support will be €1.000
- Additional requirements will be priced according to Service Rates.

## Total Implementation Services of Sales Cloud Process. (65 hours)

- Accounts Tracking
- Contacts, Leads, Opportunities
- Forecasts
- Outlook Sync
- Chatter
- Campaigns
- Automate Leads
- Page Layouts, Custom Fields, Record Types (up to 2), Validation Rules, Duplication rules, Automate Business Processes (up to 5).
- Users, Security and Permissions
- Up to 50 custom fields

## **Business Mapping and System Design (est. 8 Hours)**

- Using a structured agenda, our consultants will facilitate a requirements gathering session to quickly learn how your business markets and sells.
- We'll uncover what information you'd like to track in Salesforce as well as how your team interacts with customers and prospective clients.
- Lastly we will capture requirements around how you want to measure your business so that Salesforce is able to track your success through reports and dashboards.

## System Build (est. 27 Hours)

- Once we have gathered your requirements, our consultants will configure Salesforce to support your methodology while making it quick and easy for your users to enter and update records. We will make sure to provide your users the best experience possible.
- A QuickStart implementation includes configuration of the following CRM components:
  - Home Tab, Leads, Accounts & Contacts, Opportunities, Forecast, Campaigns, Activities (Tasks, Events and Email), Analytics (30 predefined reports and 2 dashboards)



## **Acceptance Testing (est. 8 Hours)**

- The customer specifies scenarios to test if a user story has been correctly implemented. A story can have one or many acceptance tests, whatever it takes to ensure the functionality works. At this stage you would have to test the system and make sure it works according to your requirements.

## **Training (est. 6 Hours)**

- NetU will provide a tailored made training that will reflect your business processes through your configured Salesforce instance.

## **Cut over to live (est. 8 Hours)**

- Time for the go-live! You will provide the room (with internet access and computers for participants) and we will provide the expertise to set up your team for success. We will cover key concepts, on how Salesforce manages data, and the best practices on finding quick results, creation and updating of records.

## **Project Management (est. 8 Hours)**

- The commitment of NetU to your company carries throughout implementation, will be under the supervision and control of methodical project management, and governed by the highest quality standards. Experienced business and technology consultants will be assigned to the project to ensure its timely and professional implementation.



# Terms & Conditions



## First Level Annual Support

- First Level of Support includes:
  - Help desk support regarding issues in the operation of the offered Salesforce solution.
  - Remote Diagnostics.
  - Preferential rates for site visits and in-house consulting services.
  - NetU will provide access to its centralized Help Desk which will be the single point of contact between NetU and your organization for the provision of the offered support services.
  - The Help Desk is available from 8:00am to 5:30pm Cyprus time, Monday through Friday (excluding public holidays).



NetU



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