



Salesforce ISV & Consulting Partner

Salesforce Managed Services

Anyity runs your Salesforce org — expert administration, guaranteed response times, and continuous improvement for a fixed monthly retainer.

- **Continuity without hiring** — a named, certified team from day one. No recruitment risk, no single point of failure, no vacation gaps.
- **Predictable cost, guaranteed response** — fixed monthly retainer, contractual response SLAs, and a monthly report showing exactly where every hour went.
- **Engineering depth of a product company** — Anyity builds commercial AppExchange products; the same engineers who pass Salesforce security reviews maintain your org. Most shops administer Salesforce. We engineer it.

What's included: user & security administration · end-user support · release readiness (3x/year) · monitoring of integrations, jobs and limits · flows, reports & dashboards · minor Apex/LWC fixes · documentation · licence optimisation advice.

	Essential	Professional	Premium
Monthly hours	20	40	80
P1 response SLA	8 bus. hours	4 bus. hours	2 bus. hours
Named team	Admin	Admin + Consultant	Admin + Consultant + Architect
Rollover of unused hours	—	up to 20%	up to 25%
Coverage (CET)	Mon–Fri 9–17	Mon–Fri 8–18	Mon–Fri 8–18 + weekend P1 watch

Each tier is a fixed monthly retainer, quoted for your market — you'll have exact numbers the same day as your intro call. Overflow hours beyond the monthly allowance only with your prior written approval. 6-month initial term, then rolling monthly. All fees exclude VAT.

The in-house comparison: across Western Europe, a senior in-house Salesforce admin typically runs €55–80k in salary alone — often €75–105k once employer contributions, benefits and cover for leave are added, depending on market. A managed-services retainer gives you a whole named team for a fraction of that.

Not ready for a retainer? Start with an Org Assessment.

Fixed price, quoted for your market, ~3 days: a full health audit of your org with a risk register and prioritised backlog — 100% credited against your first retainer month if you proceed within 30 days. You keep the report either way.

Your named team: senior specialists holding 13+ Salesforce certifications — including Advanced Administrator, Platform Data Architect, Sharing & Visibility Architect, Platform Developer, Service / Experience / Field Service Cloud Consultant, and Agentforce Specialist. Senior-led delivery with direct access to the people doing the work.

Book a 20-minute call: calendly.com/mp-anyity/salesforce-managed-services-intro-call · info@anyity.com · anyity.com

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