



We'll manage Salesforce, while you focus on your customers.

The Team at Caravel has spent the last two decades working with over 500 clients across North America ranging from SMB to Mid-Market, to Enterprise. Focused on the Enterprise Business Application space, Caravel offers both ERP (NetSuite) and CRM (Salesforce.com) Consulting Service packages.

Specific to Salesforce.com, Caravel's Salesforce.com Services is built on a templated, repeatable framework and the service offerings range from Business System & Process Assessments to Net New Implementations, Product Expansion, Technical Development and Ongoing Support Services.



SalesForce Consulting Services



HEALTH ASSESSMENT & REMEDIATION



**IMPLEMENTATION, NEW & EXPANSION
+ TECHNICAL DEVELOPMENT**



USER ENABLEMENT & TRAINING



ONGOING SUPPORT & MANAGED SERVICES





HEALTH ASSESSMENT

The Health Assessment Package is designed for clients looking for a health check on their Salesforce.com environment, related integration, and the underlying business processes. The package is designed to provide a solution recommendation on business areas that could be optimized, the system changes and business process adjustments to actualize those optimizations and the cost and timeline to adopt those optimization recommendations.

- **Timeline:** 4-8 weeks depending on customer availability
- **Cost:** \$15,000-\$30,000 depending on scope



IMPLEMENTATION, NEW & PRODUCTION EXPANSION

Caravel's New Module Expansion and Technical Development Services is designed for clients looking to expand their existing NetSuite environment through the implementation of new features within existing modules, the deployment of new modules, the development of new interfaces and/or SuiteScripts. These services are scoped by Caravel's Forward Deployed Engineering Team to define the scope, timeline, cost, required documentation, and client-side resource requirements needed to successfully deploy the new modules or interfaces.

- **Timeline:** TBD based on new features, modules or interfaces being deployed
- **Cost:** TBD based on new features, modules or interfaces being deployed



USER ENABLEMENT & TRAINING

Caravel's User Enablement Services is designed for clients looking to improve its end user experience surrounding Salesforce.com and the underlying business processes. These services focus on training, education, documentation (desktop procedures), reporting and process automation. These User Enablement Services are scoped by Caravel's Forward Deployed Engineering Team to define the client specific program that will be adopted and deployed.

- **Timeline:** TBD based on User Enablement Services selected
- **Cost:** TBD based on User Enablement Services selected



ONGOING SUPPORT

The Ongoing Support Package is designed for clients looking to outsource a portion or all of their support activities related to Salesforce.com ranging from Help Desk Support, Salesforce Service Request Management, Interface Support and Maintenance, Training, Additional Technical/Functional Requests, Report/Dashboard Creation or Modifications, Upgrade Testing, and User Training. The Ongoing Support Package comes with a Service Level Agreement (SLA) and can be priced on a fixed or T&M basis.

- **Timeline:** No minimum time commitment required
- **Cost:** Varies based on desired Support, Scope and SLA

Our Message to You.

“Caravel helps clients make the most out of every dollar spent. Our team has spent two decades building an efficient, templated model letting our clients arrive at the right answers quickly and in the most cost-effective manner so they can spend most of their time adopting the actual solution versus over analyzing a problem that has already been solved for other companies.”

Scott P. Curry, Managing Partner, Caravel



Why Companies Choose Caravel



FULL-SERVICE FIRM.

Advisory—Determine the best approach toward optimizing, replacing, or upgrading a customer's software and business processes.

Deployment—Utilize our pre-built templated model based on 20+ years of experience implementing ERP, CRM, EPM, HCM and SCM applications.

Systems Support—Assist our clients post go-live on supporting and maintaining their general IT needs inclusive of systems like Salesforce.com, NetSuite and integration requirements.

Accounting Services—Provide expert knowledge around the various business process inclusive of Complex Revenue, Billing and Payment scenarios.

EXPERTISE.

NetSuite—750+ enterprise application implementations and over 1,500 years of collective business application experience.

Industry—Over 9 core industries along with 50+ subindustries supported.

Business Process Optimization—Collection of industryleading practices adapted to each client's needs.

TEAM.

Global Delivery Model—US, Canada, India, Philippines

Senior Consultants—Average tenure over 10+ Years

Scale—With over 100 Consultants, Caravel's team delivers timely service deploying and supporting enterprise applications.

Honest to a Fault

The consulting industry is plagued with firms willing to take advantage of a customer's inexperience around budget, deployment timeline, and software knowledge. At Caravel, we are upfront and honest about everything. The reality is that implementing enterprise business applications (if done right) takes time and money. Caravel would rather forfeit jobs to other firms promising cheaper pricing and unrealistic timelines than cut corners and costs at the detriment of the customer. Our goal is to meet customer expectations on Day 1 by finding the best fit for an implementation, helping to set customers up for success from the start.

About Caravel

Caravel has served more than 500 clients over the past decade, providing a comprehensive range of services, including accounting, strategy, business processes and technology selection. Our commitment to excellence drives us to continually improve and refine our approach, helping our clients solve complex problems with modern tools.

Caravel is proud to be a part of the technology services group of BPM LLP, a top 40 accounting and advisory firm. With our team by your side, you can unlock your business's true potential and drive success in an ever-evolving marketplace.