

# Experts On Demand vs. In-House Support



The CoreMatrix Experts On Demand (EOD) service provides skilled, flexible and cost effective post implementation support designed to maximize the return on your salesforce.com investment. Experts On Demand ensures that your salesforce.com application is fine-tuned to the dynamic nature of your business, widely adopted by your end-users, and consistently maintained according to both CRM and salesforce.com "Best Practices". Your dedicated CoreMatrix EOD consultant can provide a wide range of services from ongoing maintenance, end-user training/Q&A and application optimization to brief engagements designed to enhance your implementation by addressing specific business requirements or issues.

## The Smart Investment Choice:

### Outsourcing your salesforce.com administration and maintenance to CoreMatrix.

Outsourcing to CoreMatrix Experts On Demand immediately impacts your bottom line. You could realize savings up to \$80K per year if you choose to have CoreMatrix as your dedicated salesforce.com administrator. We also offer flexible options to have our dedicated expert augment your team.

	In-House Cost for In-house SFDC Administration	Experts On Demand Cost to Outsource Maintenance / Support
Salary for a "dedicated" SFDC System Admin	\$72,000	n/c
Recruiting Costs	\$ 5,000	n/c
Employee Benefits	\$14,400	n/c
Salesforce.com Training	\$10,000	n/c
Expert On Demand Support when you need it	-	Included
<b>TOTAL</b>	<b>\$101,400*</b>	<b>\$18K - \$67K/yr*</b>

\*Cost varies depending on the maintenance plan selected. In-house costs represent average industry costs for in-house salesforce.com administrators.

#### CoreMatrix's Experts On Demand service:

- **Support when you need it**
- **Unlimited access to experts**
- **Administration & customization**
- **Create reports, fields, dashboards, etc.**
- **Flexible & cost effective**

**The Bottom Line: It is significantly more cost-effective to outsource to CoreMatrix Experts On Demand rather than do in-house.**

