



SALESFORCE EXPERIENCE CLOUD

Quick Start

A working portal for one audience — built on a standard template, live in weeks.

SCOPE 1

Launch

\$10,000

4 weeks

SCOPE 2

Most popular

Growth

\$15,500

6 weeks

SCOPE 3

Advanced

From \$23,000

Quoted after review

One clear outcome, three levels of complexity

Every scope delivers a live Experience Cloud site built on a standard Salesforce template, with authentication, agreed pages and a defined access model. What changes is the number of audiences and pages, the depth of the sharing model and how much interaction the site supports. Bespoke visual design, headless architecture and complex single sign-on are separate engagements at every level.

Brysa Limited

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What you will have at launch

A Brysa Experience Cloud Quick Start gives one audience a working, secure place to see and act on their own data, built on standard Salesforce components rather than a bespoke front end.

One clear audience

A site designed for a defined group, not everyone at once.

Secure access

Standard authentication, registration and password handling.

See their own data

A sharing model that shows each user only what it should.

Take action

Forms and record actions that write straight into Salesforce.

On your brand

Your colours, logo and fonts applied to a standard template.

Launch with confidence

Test, train, deploy and support the first weeks of use.

Included in every scope

- Kick-off, discovery and confirmation of the selected package scope
- Site built on a standard Salesforce template using standard components
- Authentication, registration and self-service password configuration
- Sharing and access model appropriate to the selected scope
- Brysa testing, coordinated client UAT and production deployment
- Administrator and user enablement appropriate to the selected scope
- Remote post-launch hypercare for the stated period and hour allowance
- A defined route into ongoing support through a Brysa Care Plan

STEP 0 · OPTIONAL**Org Health Check**

For organisations with an existing Salesforce org. One week to review current configuration, data quality, technical debt and licence position, ending in a short findings note and a firm fixed price for the build. The full fee is credited against any Quick Start package started within 60 days.

\$2,000

1 week

Credited on proceed

Choose your scope

Start with the option that reflects the complexity you need now. Advanced is quoted only after a paid design review, because multiple audiences and complex sharing cannot be safely fixed-priced from a brief alone.

CAPABILITY	SCOPE 1 · LAUNCH	SCOPE 2 · GROWTH	SCOPE 3 · ADVANCED
Fixed price	\$10,000	\$15,500	From \$23,000
Best fit	One audience needing self-service access	One audience with richer interaction and reporting	Multiple audiences or complex sharing
Audiences	1	1	Multiple, confirmed at design review
Template	1 standard Salesforce template	1 standard Salesforce template	Standard template, extended
Pages	Up to 5	Up to 10	Confirmed at design review
Branding	Colours, logo and fonts applied	As Launch, plus themed components	As Growth, plus agreed extensions
Standard components	Included	Included	Included
Reusable components	Not included	Up to 3 configured component sets	Confirmed at design review
Forms and interactions	1 form	Up to 3 forms and record actions	Confirmed at design review
Authentication	Standard login and self-registration	As Launch, plus agreed approval on registration	Advanced options assessed at design review
Sharing and access model	Standard sharing sets	Sharing sets and up to 2 sharing rules	Complex model assessed at design review
Native automations	Up to 2	Up to 4	Confirmed at design review
Reporting	3 reports	6 reports and 1 dashboard	Confirmed at design review
Data migration	Not included	Up to 10,000 rows across 3 objects	Confirmed at design review
Training	Admin and user sessions	Admin, super-user and user sessions	Expanded enablement
UAT	1 cycle	1 cycle plus retest	2 cycles plus regression retest
Hypercare	10 days, up to 3 hours	21 days, up to 6 hours	30 days, up to 8 hours
Typical delivery	4 weeks	6 weeks	Quoted after review

All limits are maximums within the fixed-price package and are confirmed in the configuration workbook after discovery.

Advanced starts with a paid design review

Multiple audiences, complex sharing and additional journeys carry real delivery risk, and a fixed price offered without understanding them helps nobody. Advanced therefore begins with a design review at \$3,500, credited in full against the implementation. The output is a confirmed scope and a firm fixed price.

SCOPE 1

Launch

\$10,000

For one audience that needs secure, self-service access to their own records, built on a standard template.

Typical delivery: 4 weeks

WORKSTREAM	WHAT BRYSA WILL DELIVER	INCLUDED LIMIT
Discovery and design	— Kick-off and one requirements workshop of up to 3 hours — Confirm the audience, the records they must see, the pages required and acceptance criteria — Configuration workbook and agreed delivery plan	1 audience 3 workshop hours
Site build	— Site created on one standard Salesforce template — Up to 5 pages configured using standard components — Navigation, search and page layout configuration	1 template 5 pages
Branding	— Your colours, logo, fonts and favicon applied to the standard template — Standard header and footer configuration — Login and error page branding	1 theme
Access and security	— Standard login and self-registration configuration — Self-service password reset and email templates — Sharing sets and profile or permission set configuration for the audience	1 audience Standard sharing sets
Interaction and automation	— One form writing into Salesforce with agreed fields and validation — Up to 2 native automations such as notification, assignment or record creation — Up to 5 validation rules or data-quality controls	1 form 2 automations
Reporting	— Configure 3 agreed reports covering site usage and record activity — One review of the reporting outputs with the nominated owner	3 reports
Test, train and launch	— Brysa testing across desktop and mobile, and one client UAT cycle — Production deployment, domain configuration guidance and launch checklist — One 2-hour administrator session and one 90-minute user session	1 UAT cycle 2 sessions
Post-launch support	— Remote support for questions, defects and minor corrections within the agreed scope — Unused hours expire at the end of the support period — Continues seamlessly into a Care Plan where selected	10 days 3 hours

SCOPE 2

Growth

\$15,500

For one audience needing richer interaction, a more developed access model and real reporting on usage.

Typical delivery: 6 weeks

WORKSTREAM	WHAT BRYSA WILL DELIVER	INCLUDED LIMIT
Discovery and design	— Kick-off and up to 2 workshops totalling 6 hours — Confirm the audience journey, interactions, access model and acceptance criteria — Configuration workbook, solution summary and delivery plan	1 audience 6 workshop hours
Site build	— Everything in Launch, expanded to up to 10 pages — Up to 3 configured reusable component sets for repeated page patterns — Extended navigation and search configuration	10 pages 3 component sets
Branding	— Everything in Launch, plus themed component styling within template limits — Consistent styling applied across all configured pages	1 theme
Access and security	— Standard login, self-registration and agreed approval step on registration — Sharing sets and up to 2 sharing rules for the agreed access model — Profile, permission set and licence allocation review	2 sharing rules
Interaction and automation	— Up to 3 forms and record actions writing into Salesforce — Up to 4 native automations — Up to 10 validation rules or data-quality controls	3 forms 4 automations
Reporting and data	— Configure 6 agreed reports and 1 dashboard covering usage and outcomes — Data migration of up to 10,000 rows across up to 3 objects, with one test load and one production load	6 reports 10,000 rows
Test, train and launch	— Brysa testing across desktop and mobile, one client UAT cycle and one correction and retest period — Production deployment, domain configuration guidance and launch checklist — Administrator, super-user and user enablement totalling up to 5 hours	1 UAT cycle 5 training hours
Post-launch support	— Remote support for questions, defects and minor corrections within the agreed scope — Continues seamlessly into a Care Plan where selected	21 days 6 hours

SCOPE 3

Advanced

For multiple audiences or a complex sharing model. Scope and price are confirmed by a paid design review before any build begins.

From \$23,000

Typical delivery: Quoted after design review

WORKSTREAM	WHAT BRYSA WILL DELIVER	INCLUDED LIMIT
Design review	— Design review at \$3,500, credited in full against the implementation — Audience definition, journey mapping and access model design — Confirmed scope, delivery plan and firm fixed price for the build	\$3,500 credited 1 to 2 weeks
Site build	— Everything in Growth, extended across the agreed audiences — Page and component scope confirmed at design review — Audience-specific navigation and content targeting	Confirmed at review
Access and security	— Access model designed for multiple audiences with clear separation — Sharing configuration appropriate to the agreed model — Advanced authentication options assessed and priced during the review	Confirmed at review
Interaction and automation	— Forms, record actions and automations confirmed at design review — Journey-specific interactions across the agreed audiences	Confirmed at review
Reporting	— Reporting scope confirmed at design review — One reporting review with senior stakeholders	Confirmed at review
Test, train and launch	— Brysa testing and two client UAT cycles with correction and regression retest — Production deployment, launch checklist and administration handover guide — Up to 8 hours of administrator and user training	2 UAT cycles 8 training hours
Post-launch support	— Remote support for questions, defects and minor corrections within the agreed scope — Continues seamlessly into a Care Plan where selected	30 days 8 hours

Add-ons and ongoing care

Most portals need one or two things beyond a standard scope. Rather than moving you up a whole package, these items can be added at a fixed price and confirmed in the Statement of Work.

Fixed-price add-ons

ADD-ON	FIXED PRICE	TYPICAL EFFECT ON TIMELINE
Additional audience	\$1,900	Assessed at design review
Page pack (5 additional pages)	\$1,900	+3 to 4 days
Additional reusable component set	\$1,300	+1 to 2 days
Additional form or record action	\$1,000	+1 day
Report pack (5 reports, 1 dashboard)	\$1,000	+1 to 2 days
Additional migration object or 10,000 rows	\$1,000	+1 day
Additional native automation	\$700	+0.5 to 1 day
Additional training session (90 minutes)	\$700	No change
Bespoke visual design or custom components	Quoted separately	Assessed first

Add-on prices are the same whether agreed at Statement of Work stage or raised during delivery, and are invoiced with the second instalment.

Brysa Care Plans

A portal is never finished — new pages, new content, new questions from the audience using it. A Care Plan begins the day hypercare ends, so changes have somewhere to go instead of accumulating. For most portals we recommend Active.

	ESSENTIALS	ACTIVE	PARTNER
Monthly fee	\$750	\$1,600	\$3,000
Included hours	Up to 3 hours	Up to 7 hours	Up to 15 hours
Reactive support	Yes	Yes	Yes, priority
Small changes and fixes	Yes	Yes	Yes
Scheduled change window	Not included	Monthly	Fortnightly
Business review	Not included	Quarterly	Monthly
Roadmap and optimisation input	Not included	Not included	Included
Named Brysa administrator	Not included	Not included	Included

Commit at Statement of Work stage

Where a Care Plan is agreed alongside the Quick Start, Brysa applies a 10% discount to the first six months. Care Plans run on a rolling basis with 30 days' notice, and unused hours do not carry forward.

How the Quick Start is delivered

Brysa uses a structured delivery sequence so decisions are made early, configuration stays within the selected package and your audience reaches a working site quickly.

1	2	3	4	5
Discover	Design	Build	Validate	Launch
Confirm the audience, records, pages and acceptance criteria.	Agree the configuration workbook, access model and page set.	Configure the site, branding, forms and automations.	Test across devices, complete UAT, correct and train.	Deploy to production and begin the included hypercare period.

Typical timetable

PERIOD	LAUNCH	GROWTH	ADVANCED
Week 1	Discover and design	Discover and design	Design review
Week 2	Site build and branding	Site build and branding	Scope confirmation and plan
Week 3	Access, forms and reporting	Access model and components	Build phase, per confirmed plan
Week 4	UAT, train and deploy	Forms, automation and migration	Build phase, per confirmed plan
Weeks 5 to 6	Hypercare	Reporting, UAT, train and deploy	Testing, UAT and deployment

When the clock starts

The delivery period begins once the Statement of Work is signed, the required Experience Cloud licences and administrator access are available, the nominated decision-maker is confirmed, brand assets have been supplied and any domain or certificate requirements have been identified with your IT team. Client delays move the delivery dates accordingly.

Decision and feedback cadence

- Brysa records all agreed decisions in the configuration workbook.
- The client provides one consolidated response at each review point.
- Feedback and approvals are expected within two working days unless otherwise agreed.
- New requirements raised during UAT are assessed as additional scope and priced from the add-on menu where applicable.

Definitions and responsibilities

The definitions below keep the fixed price clear for both parties.

TERM	WHAT IT MEANS IN THIS PACKAGE
Audience	One defined group of external users with a shared access model, a shared journey and a shared set of pages — for example customers, or partners, but not both.
Page	One configured page built from standard components, with agreed content, navigation and access. It does not include custom-coded layouts.
Standard template	One Salesforce-provided Experience Cloud template used as delivered, with branding applied. It does not include a bespoke front end or headless architecture.
Reusable component set	One configured arrangement of standard components that is reused across pages. It does not mean a custom Lightning Web Component.
Native automation	One declarative rule, Flow, assignment or notification pattern. It does not include Apex or external callouts.
Sharing model	The combination of sharing sets, sharing rules, profiles and permission sets that determines which records an external user can see.
Hypercare	Remote questions, defect correction and minor adjustments to the agreed implementation during the stated period and hour allowance.
Care Plan	An ongoing monthly service covering support, small changes and, at higher levels, scheduled change windows and review sessions.

What Brysa needs from you

- Appropriate Experience Cloud licences for the expected external user volume
- Salesforce administrator access and a nominated decision-maker
- Brand assets including logo, colour values, fonts and imagery
- Agreed content for every page in scope, supplied as final approved copy
- IT support for domain, DNS and certificate configuration
- A decision on what external users may and may not see, confirmed in writing
- Named users to carry out UAT, including at least one representative external user
- Attendance at the agreed training sessions

What is not included

The following work sits outside all three standard scopes unless it is expressly added to the Statement of Work. Where an item is needed, Brysa will scope and price it separately.

- Salesforce, Experience Cloud or third-party licences and subscription fees
- Bespoke visual design, custom themes beyond template limits or design system creation
- Headless architecture, custom front ends or Lightning Web Component development
- Complex single sign-on, custom identity providers or advanced federation
- Content writing, imagery sourcing or accessibility remediation of supplied content
- Commerce, payments, checkout or subscription functionality
- Third-party integrations, middleware or API development
- Apex, Visualforce or other bespoke Salesforce code
- Multilingual sites, translation or region-specific content variants
- Full change management, ongoing content administration or additional UAT cycles

Support, defects and additional requirements

AREA	HOW IT IS HANDLED
Included hypercare	Remote support during UK business hours for questions, agreed-scope defects and minor corrections, limited to the package allowance and period.
Defect	An agreed item does not operate in accordance with the approved configuration workbook or acceptance criteria. Defects are corrected at no additional cost.
Enhancement	A new feature, changed process, additional report, new automation or other requirement not approved in the package scope.
Additional scope	Brysa will explain the impact and provide a fixed price from the add-on menu or a separate estimate. No chargeable work begins without written approval.
Client delay or pause	Delivery dates move where information, access, data, testing or decisions are delayed. A project paused for more than 20 working days may require re-planning.

Commercial terms and next steps

TERMS	
Fixed package prices	Launch \$10,000 · Growth \$15,500 · Advanced from \$23,000
Design review	Advanced begins with a design review at \$3,500, credited in full against the implementation.
Org Health Check	\$2,000, credited in full against any package commenced within 60 days.
Payment	50% on commencement and 50% on UAT sign-off. Add-ons are invoiced with the second instalment.
Care Plans	Billed monthly in advance from the day hypercare ends. Rolling term with 30 days' notice.
Acceptance	The client reviews the agreed acceptance criteria during UAT. The solution is accepted when material in-scope defects are resolved, or five working days after production deployment if no material defect has been reported.
Validity	All prices are in US dollars and are the total professional services fee for the agreed scope. Valid for 60 days from the date of issue.

Select the right starting point

Launch

Choose this when one audience needs secure self-service access to their own records.

Growth

Choose this when the site needs richer interaction, more pages and real reporting.

Advanced

Choose this when multiple audiences or a complex sharing model are involved.

Let us confirm the right starting point

Every Quick Start begins with a short, no-obligation suitability call. It takes about thirty minutes and confirms three things: which scope fits your audience, whether a design review is needed before pricing, and what we would each need to have ready before the clock starts.

Next step

Brysa will hold a short suitability call to confirm the selected package, your Salesforce environment and the prerequisites. We will then issue the Statement of Work and agree the kick-off date.

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This document describes Brysa's standard Experience Cloud Quick Start packages. The signed Statement of Work governs the engagement.