



SALESFORCE INTEGRATION

Integration

A fixed price for a known pattern — and paid discovery for everything else.

STEP 1

Assess

\$4,500

1 to 2 weeks

STEP 2

Most popular

Launch

\$9,000

3 weeks

STEP 3

Expand

From \$13,500

Quoted after Assess

Why this one is structured differently

Object and field counts do not predict integration effort. Authentication method, data volume, failure behaviour and the quality of the other system's API do. Brysa therefore offers a fixed price only for pre-approved patterns where those variables are already known. Everything else begins with paid technical discovery, which produces a firm price. This protects both parties from a number invented before anyone looked.

Brysa Limited

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What you will have at the end

A Brysa integration moves agreed data between Salesforce and one external system on a defined pattern, with error handling that tells someone when it fails rather than failing silently.

Data flowing

Agreed records moving on a defined schedule or trigger.

A known pattern

A design chosen for your volumes, not a generic template.

Visible failures

Errors surfaced and logged, not swallowed.

A retry position

Agreed behaviour when the other system is unavailable.

Documented mapping

Field-level mapping your team can maintain.

A tested cutover

Validated in a sandbox before it touches production.

Included in every step

- Kick-off and confirmation of the systems, direction and data in scope
- Documented field mapping and transformation rules
- Error handling and failure notification design
- Testing in a non-production environment before deployment
- Written technical documentation and handover
- Remote support for the stated period following deployment

STEP 0 · REQUIRED WHERE COMPLEXITY IS UNCERTAIN

Integration Discovery

Required for anything other than a pre-approved file or batch pattern. One to two weeks to review the systems, APIs, authentication model, data volumes, frequency and failure expectations, ending in an integration design and a firm fixed price. The full fee is credited against any integration commenced within 60 days. Brysa does not quote a fixed price for API or event-based integration without it.

\$4,500

1 to 2 weeks

Credited on proceed

Choose your step

Launch is available directly only where the requirement matches a pre-approved file or batch pattern. Anything involving an API, webhook, real-time behaviour or an unfamiliar system begins at Assess.

CAPABILITY	STEP 1 · ASSESS	STEP 2 · LAUNCH	STEP 3 · EXPAND
Fixed price	\$4,500	\$9,000	From \$13,500
Best fit	Requirement not yet technically understood	A known file or batch pattern	API, webhook or event-based integration
Systems in scope	Up to 2 reviewed	1 external system	Confirmed at Assess
Pattern	Recommended, not built	File or batch, pre-approved pattern	API or webhook, confirmed at Assess
Direction	Assessed	One direction	Confirmed at Assess
Objects	Mapped	Up to 5	Confirmed at Assess
Fields per object	Assessed	Up to 30	Confirmed at Assess
Trigger	Assessed	Scheduled or manually triggered	Confirmed at Assess
Volume assessment	Included	Agreed ceiling	Confirmed at Assess
Authentication review	Included	Standard credentials	Assessed at discovery
Error handling	Design recommendation	Logging and failure notification	Extended failure and retry model
Retry behaviour	Recommendation	Agreed retry position	Confirmed at Assess
Testing	Not included	Sandbox testing and one UAT cycle	2 UAT cycles
Documentation	Design document	Mapping and operations guide	Full technical documentation
Firm implementation quote	Included	Not applicable	Not applicable
Support after deployment	10 working days, up to 2 hours	21 days, up to 6 hours	30 days, up to 8 hours
Typical duration	1 to 2 weeks	3 weeks	Quoted after Assess

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

What counts as a pre-approved pattern

A single-direction, scheduled or manually triggered transfer of delimited files between Salesforce and one external system, using standard credentials, with agreed objects and a known volume ceiling. If any of those is uncertain — particularly authentication or volume — the requirement is not pre-approved and starts at Assess.

STEP 1

Assess

\$4,500

Paid technical discovery that produces an integration design and a firm price, before anyone commits to a build.

Typical delivery: 1 to 2 weeks

WORKSTREAM	WHAT BRYSA WILL DELIVER	INCLUDED LIMIT
Systems and API review	— Review of up to 2 systems, their APIs, limits and export or import capabilities — Assessment of documentation quality and vendor support position — Identification of capability gaps that would block the requirement	2 systems
Authentication assessment	— Review of available authentication methods and their operational implications — Credential ownership, rotation and expiry considerations — Identification of security or access approvals needed from your organisation	1 auth model
Data and mapping	— Field-level mapping between the systems for the agreed objects — Transformation rules and data type reconciliation — Identification of values that cannot be mapped cleanly	1 mapping spec
Volume and frequency	— Assessment of record volumes, peak behaviour and required frequency — Implications for API limits, batching and processing windows	1 volume model
Error handling design	— Failure scenarios enumerated with recommended handling for each — Retry, alerting and reconciliation recommendations — Agreed position on what happens when the other system is unavailable	1 error design
Design and quote	— Integration design document and recommended pattern — Firm fixed price for the implementation — One walkthrough and ten working days of remote follow-up, up to 2 hours	1 fixed quote 10 working days

STEP 2

Launch

\$9,000

A file or batch integration on a pre-approved pattern, in one direction, with logging and failure notification.

Typical delivery: 3 weeks

WORKSTREAM	WHAT BRYSA WILL DELIVER	INCLUDED LIMIT
Confirmation and design	— Kick-off and confirmation that the requirement matches a pre-approved pattern — Agreed objects, direction, schedule and volume ceiling — Configuration workbook and delivery plan	1 system 1 direction
Mapping and transformation	— Field mapping across up to 5 objects and up to 30 fields per object — Standard transformations including formats, picklists and identifiers — Documented mapping specification	5 objects 30 fields each
Build	— Integration built on the agreed pre-approved pattern using standard capability — Scheduled or manually triggered execution as agreed — Standard credential configuration and connection testing	1 pattern
Error handling	— Logging of processed, skipped and failed records — Failure notification to a nominated recipient — Agreed retry position and manual reprocessing route	1 error model
Test and launch	— Sandbox testing across agreed data scenarios and one client UAT cycle — Production deployment and launch checklist — Mapping and operations guide handed over	1 UAT cycle
Enablement	— One 90-minute administrator session covering monitoring, reprocessing and mapping changes	1 session
Post-deployment 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

STEP 3

Expand

API, webhook or event-based integration, built only after discovery has confirmed the design and price.

From \$13,500

Typical delivery: Quoted after
Assess

WORKSTREAM	WHAT BRYSA WILL DELIVER	INCLUDED LIMIT
Discovery prerequisite	- Integration Discovery completed at \$4,500, credited against the build - Confirmed design, authentication model, volume ceiling and failure behaviour - Firm fixed price and delivery plan	Required \$4,500 credited
Build	- Integration built to the confirmed design using standard capability where possible - Endpoint and authentication model implemented per the discovery findings - Agreed volume ceiling and throttling behaviour applied	Confirmed at Assess
Error and retry model	- Extended failure handling covering timeouts, partial failures and downstream unavailability - Retry, dead-letter and alerting behaviour as designed - Reconciliation route so no record is silently lost	Extended model
Test and launch	- Sandbox testing across agreed scenarios including failure injection - Two client UAT cycles with correction and regression retest - Production deployment and launch checklist	2 UAT cycles
Documentation and handover	- Full technical documentation covering design, mapping, credentials and operations - Administrator enablement covering monitoring and reprocessing	1 handover pack
Post-deployment 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

Where scope needs to stretch, 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 system reviewed at Assess	\$1,900	+3 days
Second direction on an existing integration	\$1,900	+3 to 4 days
Additional object	\$1,000	+1 day
Additional environment configuration	\$1,000	+1 day
Monitoring report pack	\$1,000	+1 to 2 days
Additional administrator session (90 minutes)	\$700	No change
Middleware platform implementation	Quoted separately	Scoped after Assess

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

Integrations fail eventually — credentials expire, APIs version, volumes grow. A Care Plan begins the day support ends and gives you someone to call when the log fills up. For any integration in production we recommend Partner.

	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 integration is delivered

Brysa follows a fixed sequence so technical unknowns are resolved before a price is committed, not after.

1 Assess Review systems, APIs, authentication and volumes.	2 Design Agree the pattern, mapping and failure behaviour.	3 Build Construct the integration in a sandbox.	4 Test Run data and failure scenarios, then UAT.	5 Deploy Release to production and begin the support period.
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Typical timetable

PERIOD	ASSESS	LAUNCH	EXPAND
Week 1	Systems, auth and mapping review	Confirmation, design and mapping	Discovery
Week 2	Volume, error design and quote	Build and error handling	Design confirmation and plan
Week 3	Not applicable	Testing, UAT and deployment	Build phase, per confirmed plan
Week 4 onwards	Not applicable	Support period	Testing, UAT, deployment and support

When the clock starts

The engagement begins once the Statement of Work is signed, credentials and sandbox access for both systems are available, the external system owner or vendor contact is identified, the nominated decision-maker is confirmed and API documentation has been supplied. Access to the external system is the most common cause of delay on integrations.

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

These definitions exist because integration scope described in objects and fields tells you almost nothing about the effort involved.

TERM	WHAT IT MEANS IN THIS PACKAGE
Pre-approved pattern	A single-direction, scheduled or manually triggered file or batch transfer between Salesforce and one external system, using standard credentials with a known volume ceiling.
Direction	One flow of data. Salesforce to the external system and the external system to Salesforce are two directions, not one integration.
Volume ceiling	The agreed maximum record volume and frequency the integration is designed and priced for. Exceeding it is a change of scope.
Error handling	Logging of processed, skipped and failed records, plus notification to a nominated recipient. It is not automated data correction.
Retry position	The agreed behaviour when the other system is unavailable or rejects a record, including how many attempts and what happens next.
Middleware	A separate integration platform such as MuleSoft. Not included in any package; implementation is scoped separately.
Real-time	Sub-minute propagation. Not available on a pre-approved pattern and always assessed at discovery.

What Brysa needs from you

- Credentials and sandbox access for both Salesforce and the external system
- API documentation for the external system, and a named vendor or owner contact
- A nominated decision-maker empowered to approve design and mapping
- Confirmed record volumes and peak frequency expectations
- Security or architecture approval where credentials or endpoints require it
- A nominated recipient for failure notifications
- Named users to carry out UAT and provide one consolidated issue list
- Acceptance that changes to the external system after delivery may require rework

What is not included

Fixed-price implementation is available only for pre-approved patterns. The following sits outside all three steps unless expressly added to the Statement of Work.

- Salesforce, middleware or third-party licences and subscription fees
- Middleware platform implementation such as MuleSoft, or platform migration
- Changes to the external system, its API or its data model
- Real-time or sub-minute synchronisation on a pre-approved pattern
- Data cleansing, deduplication or historic backfill of records
- Apex, Lightning Web Components or other bespoke Salesforce code beyond the agreed pattern
- Custom authentication providers, certificate management or network configuration
- Ongoing monitoring, alert triage or operational running of the integration
- Rework required by version changes to the external system after deployment
- Full change management 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 prices	Assess \$4,500 · Launch \$9,000 · Expand from \$13,500
Assessment credit	The Assess fee is credited in full against any integration commenced within 60 days.
When Assess is required	Assess is required for anything other than a pre-approved file or batch pattern, and always where authentication, volume or the external system's API is uncertain.
Payment	50% on commencement and 50% on UAT sign-off.
Care Plans	Billed monthly in advance from the day support ends. Rolling term with 30 days' notice.
Acceptance	The integration is accepted when the agreed test scenarios pass and material in-scope defects are resolved, or five working days after 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

Assess

Choose this when the technical requirement has not yet been examined in detail.

Launch

Choose this when the requirement matches a pre-approved file or batch pattern.

Expand

Choose this when an API, webhook or event-based integration is needed.

Let us confirm the right starting point

Every integration begins with a short, no-obligation call. It takes about thirty minutes and confirms three things: whether the requirement matches a pre-approved pattern, whether discovery is needed before pricing, and what access we would need before the clock starts.

Next step

Brysa will hold a short suitability call to confirm the systems, the pattern and whether discovery is required. We will then issue the Statement of Work and agree the start date.

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