

Ongoing technical guidance and support to reach **business outcomes**

Support & Success

Sold in weekly bundles — scaled to the size of your environment

BUNDLE PRICING

SpadeVista SKU	Weekly Hours	Ad Hoc Hours	Annual Price	Term
Technical Success Manager	2 Hours / Week	10 Hours (Hour Surplus)	\$18,200	1 Year
Technical Success Manager	4 Hours / Week	25 Hours (Hour Surplus)	\$36,400	1 Year

Sold in **two-hour weekly bundles** at **\$18,200 per bundle, per year**. A four-hour-per-week engagement is two bundles — **\$36,400 annually**. Ad hoc surplus hours scale proportionally with each bundle added.

MINIMUM BUNDLE BY ENVIRONMENT SIZE

Up to 250 seats	1 bundle minimum — 2 hours / week
250 - 499 seats	2 bundles minimum — 4 hours / week
500 - 999 seats	3 bundles minimum — 6 hours / week
1,000+ seats	4 bundles minimum — 8 hours / week

Minimums are based on **active seats under management** at time of subscription. Environments may purchase above the minimum at any tier; each additional bundle adds 2 hours / week at **\$18,200 per year**.

RETAINER TERMS

Supported Platforms	SpadeVista Core and SpadeVista Accelerator deployments
Standard Hours Rate	1× burn rate — 8:00 AM to 5:00 PM EST, Monday through Friday
After-Hours Rate	1.5× burn rate for any hours outside of standard business hours
Customer Portal	SpadeVista support portal — submit tickets, track project milestones, view retainer balances and renewal dates
Weekly Hours	Pre-paid TSM or Engineering hours, sold in 2-hour bundles, for strategy, design and consulting work for 1 year
Unused Hours	Any unused hours expire at the end of each week
Overflow Hours	Hours beyond the weekly allocation are pulled from the pre-paid Ad Hoc Support retainer, scaled to bundle count

SUPPORT & SUCCESS SERVICE OBJECTIVES

- Conduct best practice reviews of your SpadeVista deployment
- Provide technical solutions guidance to develop a future state vision and a roadmap to achieve it
- Configuration of any existing SpadeVista deployments
- Conduct technology assessments to identify gaps impeding progress toward customer goals
- Provide prioritized recommendations through Technical Readiness Assessments
- Offer recommendations to improve efficiency, resiliency, security, scalability and operations optimization
- Offer product configuration optimization recommendations and rightsizing guidance
- Conduct scheduled monthly touch points to ensure progression toward customer goals
- Provide assistance managing and coordinating critical technical support situations and support requests
- Facilitate recurring team meetings to review support requests and status updates
- Coordinate root cause analysis efforts for critical support requests
- Provide a monthly status report detailing recent activities, progress toward customer goals and any identified impediments