

# SUPPORT HOUR PACKAGES

Monthly support provides clients with a designated allocation of hours that they can utilize for various projects and tasks. This allocation enables them to make minor adjustments to their systems as they grow, ensuring that their evolving needs are met without incurring additional charges for each adjustment or consultation.



BOOK  
CONSULTATION

## OPTION 1: 5 HOURS/WEEK

MONTHS TERM	HOURS	RATE	MONTHLY FEE	TOTAL COST	DISCOUNT APPLIED
3 MONTHS	60.00	\$161.5	\$3,230.00	\$9,690.00	5%
6 MONTHS	120.00	\$153	\$3,060.00	\$18,360.00	10%
12 MONTHS	240.00	\$144.5	\$2,890.00	\$34,680.00	15%

## OPTION 2: 10 HOURS/WEEK

MONTHS TERM	HOURS	RATE	MONTHLY FEE	TOTAL COST	DISCOUNT APPLIED
3 MONTHS	120.00	\$161.5	\$6,460.00	\$19,380.00	5%
6 MONTHS	240.00	\$153	\$6,120.00	\$36,720.00	10%
12 MONTHS	480.00	\$144.5	\$5,780.00	\$69,360.00	15%

## GET IN TOUCH

+1 647-963-1855

Let's Talk  
[evolving-consulting.com](http://evolving-consulting.com)

1 Hunter St E, Ground  
Floor, Hamilton,  
Ontario L8N 3W1, CA



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## Notes & Assumptions

### Payment Schedule:

- An invoice will be automatically generated for the monthly fee at the end of each month throughout the duration of the contract.
- Should the purchased hours be depleted before the end of the month and additional hours are required to complete the work, a Change Request (CR) can be submitted to add extra hours temporarily until the month concludes.

### Other Assumptions:

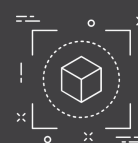
- A Lead and a support consultant will be assigned for the duration of the project.
- All configuration changes will be completed and tested in a sandbox environment before agreeing to deploy to production.
- One free license will be granted to one user from the customer for accessing the Evolving-Consulting portal. This allows the user to create tickets, stay connected with their assigned consultants, and monitor updates, invoices, timelines, and hours consumed. The client has the option to acquire additional licenses. All purchased licenses are subject to a one-year contract, regardless of the contract term.
- Support Hours will include, but not limited to:
  - General Consulting
  - Business Process Consulting
  - Salesforce Customizations, custom Coding & Support
  - 3rd Party Salesforce related apps customizations & Support
  - Customization, Coding & Support on all integrated systems
  - User adoption and training Documentation
  - Testing support
  - Change Management
  - Project Management
  - General Help Request

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