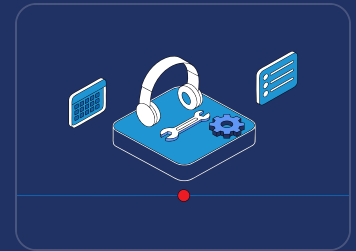


Managed Services: Enterprise



We own the outcomes: 80+ senior hours a month with an account lead, 2-hour P1 response, monthly health checks, release readiness and quarterly roadmap reviews. Salesforce and multi-platform \$14,400/mo; HubSpot \$12,000/mo.

PRICE

Quote-based

VALIDITY

12-month term

PACKAGE TYPE

Ongoing support

WHAT'S INCLUDED

- Everything in Retainer
- Account lead
- Severity-based response targets: P1 in 2 business hours
- Monthly health check (security, limits, data quality, automation errors, license use)
- Release readiness for each Salesforce release or HubSpot product change
- Quarterly roadmap and governance review
- User administration
- Documentation kept current
- Monitoring and tuning of AI agents we built

NOT INCLUDED

- New implementations or new Hubs/clouds (sold as packages)
- 24/7 coverage
- Uptime guarantees for vendor platforms
- Work in third-party systems
- License management and vendor billing
- End-user (Tier 1) help desk

You provide

- A backlog owner who prioritizes requests
- Admin access to the platform

Assumptions

- 12-month term
- Hours reset each month and unused hours do not roll over
- Plan changes on 60 days' notice
- Billed monthly in advance

Done means: Monthly hours statement accepted by the client.

COMMON QUESTIONS

Is this 24/7? No. Support runs in business hours in US Central or Eastern European time, with a 2-business-hour response target on critical issues. Vendor outages are outside the targets.

What does the monthly health check cover? Security settings, platform limits, data quality, automation errors and license use, with a short written report and recommended fixes.

Standard on every package. Senior consultants only, the same team each time, business-hours coverage (US Central or EET by client region), and a monthly statement of hours used.



Talk to a senior consultant

vantagepoint.io/packages/support-managed-services-enterprise

Book a free 30-minute CRM assessment: vantagepoint.io/get-started

Full scope, FAQs and the latest price are on the package page.