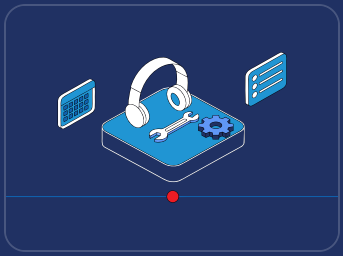
VANTAGE POINT

PACKAGE ONE-PAGER · VP-SUP-MS-PRO

SUPPORT · MANAGED SERVICES

# Managed Services: Professional



We own the outcomes: 50 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 $9,500/mo; HubSpot $7,750/mo.

| PRICE | VALIDITY | PACKAGE TYPE |
|---|---|---|
| **$9,500 / month**<br>per month · HubSpot $7,750 / month | **12-month term** | **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.

**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-professional

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

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



Prices in USD, valid through June 30, 2027. Scope is confirmed in the signed SOW. Reviewed October 2, 2026.