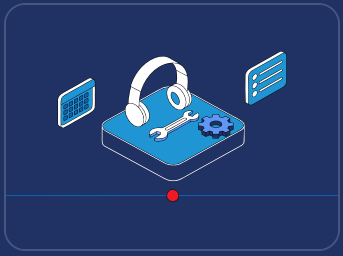
VANTAGE POINT

SUPPORT · RETAINER

Retainer: 30 hours a month



30 reserved senior hours every month with a named consultant and priority response. Salesforce, AI and Braze $5,400/mo; HubSpot $4,500/mo.

PRICE	VALIDITY	PACKAGE TYPE
$5,400 / month per month · HubSpot $4,500 / month	**6-month minimum**	**Ongoing support**

WHAT'S INCLUDED

- Everything in Block of Hours
- Reserved capacity each month
- Named consultant who knows the org
- Priority response: P1 in 4 business hours
- Monthly 30-minute review
- Unused hours expire at month end

NOT INCLUDED

- Health checks
- Release readiness
- Governance reviews
- Uptime or 24/7 commitments
- Hours beyond the plan (billed as overage at $225/hr Salesforce or $175/hr HubSpot)

You provide

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

Assumptions

- 6-month minimum, then month to month with 30 days' notice
- Billed monthly in advance
- Scope and hours written into the agreement

Done means: Monthly hours statement accepted by the client.

COMMON QUESTIONS

What happens to hours we do not use? They expire at the end of the month. Hours beyond the plan are billed as overage after written approval.

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-retainer-30-hours-a-month

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.