PARTNERSHIP TIER I · ONGOING LEADERSHIP

Direct Advisory

Direct Advisory is senior oversight for a system that already runs. Send your questions to the email queue and get an answer within 24 business hours. Once a month we review the system on a roadmap call, and engineering hours cover upkeep and small changes.

$2,500
a month

TERM	ANSWERS	ENGINEERING	CADENCE
3-month commitment, no onboarding fee	Within 24 business hours	4 hours a month, banked 60 days (up to 8)	45-minute roadmap call each month

IT'S FOR YOU IF

- ✓ Your system runs, and you want someone senior keeping it secure and current
- ✓ Written answers within 24 business hours suit you better than meetings
- ✓ A few hours of fixes a month covers what changes

It's not for you if

- × You're about to build something new. Strategic Partner scopes it with you first.

WHAT'S INCLUDED

- An email queue, answered within 24 business hours
- **Platform protection.** Error logging, uptime monitoring, security patches, and connectors kept working as the APIs behind them change.
- **Cloud and AI cost audit.** Every quarter: SaaS seats, hosting, and AI usage checked for waste and coming spikes.
- **Dependency ledger.** A living list of outdated libraries, database bloat, and breaking changes coming in your stack.
- **Backup and restore checks.** Each month we confirm your backups ran and that a restore brings the system back.
- **Documentation baseline.** Architecture diagrams and the configuration register kept current, so the knowledge stays with you.
- **Engineering hours.** Most often for upkeep, small fixes, copy and image changes, or light automation updates.

WHAT WE NEED FROM YOU

- Questions and requests sent to the email queue
- Admin access to the systems we look after
- 45 minutes a month for the roadmap call

YOUR FIRST THREE MONTHS

Month 1 · Get in

Monitoring and error logging checked, the first backup and restore check, and your first roadmap call.

Month 2 · Write it down

The dependency ledger and documentation baseline in place, and a second roadmap call on what the first month showed.

Month 3 · Review

The quarterly cost audit and permission review, and the next quarter's priorities.

CLIENTS ON THIS TIER

Priority Electric

We set up Service OS Pro so a job can't close in the field without its closeout proof, and closing it drafts the invoice. Invoices now go out less than 2 hours after the job, not 6.5 days later.

Look Up Realty

We trained the managing broker on AI agility and AI solutions, and now he creates solutions for his own team.

Ever Moments Booths

We advised Ever Moments on a streamlined way to create the media assets their operations run on.

THE TERMS

- Full refund within 3 days of your tier's first payment, even if you started with a Diagnostic. After that the work has started, and the 3-month term stands.
- Had an AI Operations Diagnostic? The full $1,000 you paid for the Diagnostic comes off your first month if you submit the pre-work within 48 hours of booking, attend both live sessions, and start a Partnership Tier's 3-month term within 30 days of the readout.
- A tier renews for another 3 months at the same price unless you give notice before the term ends. Step up anytime. Step down, pause, or stop at the end of a term, with 30 days' notice.
- Extra hours are $350/hour beyond your tier's hours, agreed in writing before the work.
- Something bigger to build is a Fixed-Scope Build at a fixed price, or a Module for a small overage, alongside your tier. Builds are priced in full.
- Licenses, AI usage, and hosting are billed to you directly.
- A Partnership Tier doesn't host your software: if we host it, keep Synergy Care alongside your tier, and your tier's hours replace Synergy Evolve's.