PARTNERSHIP TIER 2 · ONGOING LEADERSHIP

Strategic Partner

Strategic Partner is a senior partner on your product. Every two weeks we shape user flows and spec the next features, you get priority answers within 12 business hours, and engineering hours keep improvements moving. When a bigger build comes up, it's scoped here first.

$4,500
a month

TERM	ANSWERS	ENGINEERING	CADENCE
3-month commitment, no onboarding fee	Within 12 business hours	8 hours a month, banked 60 days (up to 16)	30-minute product and architecture sync every two weeks

IT'S FOR YOU IF

- ✓ Your product is still changing every month
- ✓ You want each build specced before anyone writes code
- ✓ You want a senior partner on a call every two weeks

It's not for you if

- × Your system is stable and only needs upkeep. That's Direct Advisory.
- × Your team needs someone in its channel every week. That's Fractional Product Lead.

WHAT'S INCLUDED

- Priority email and Loom video walk-throughs, answered within 12 business hours
- **Platform protection.** Connectors kept working, performance reviewed, and a security and permission audit every month.
- **Scoping before you build.** Specs, database schemas, and wireframes written before a build starts, so it starts from a clear plan.
- **AI model and prompt review.** Each month: new AI models, what each costs against how it performs, and how lean your prompts are.
- **Build-or-buy calls.** A straight answer on off-the-shelf software or custom code, so you don't build what you could buy.
- **Analytics review.** How people use the product, where they drop out, and how fast it runs, so the roadmap follows real data.
- **Engineering hours.** For feature improvements, sub-workflows, or a smoother onboarding.

WHAT WE NEED FROM YOU

- The 30-minute sync every two weeks
- One person who owns the product and answers questions between syncs
- Access to your analytics and the systems we look after

YOUR FIRST THREE MONTHS

Month 1 · Get in

Access to your systems and analytics, the first two syncs, and the first security and permission audit.

Month 2 · Shape it

User flows and the next features specced, the first AI model and prompt review, and engineering hours on the first improvements.

Month 3 · Plan the build

The analytics review against the roadmap, build-or-buy calls on what's next, and a spec ready for a Fixed-Scope Build if you need one.

CLIENTS ON THIS TIER

Look Up Realty

As their strategic partner we turned three revenue lines into one business with one client journey.

G2G

A strategic partnership building data solutions for G2G's clients, Fortune 500 companies among them, and using AI to make operations such as their CRM work more efficient.

Care Transformation Studio

A strategic partnership building a learning portal where healthcare professionals can sell what they know.

Apex Electrical Group

A strategic partnership on AI operations and discoverability: putting AI to work in the business and making Apex easier for customers to find.

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.