Service Levels and Pricing

Client Services Retainer

Do you have a variety of To Do's and want the freedom to manage it? Try our Client Services Retainer!

Arcane's **Client Services Division** operates under our **Client Services Retainer** agreement, which is structured as a recurring monthly service retainer, paid up-front, to complete an expected number of hours of support effort, of an eligible service, per month. Customers may choose one of the 3 service levels (SLA's) identified in the **Client Services SLA** (**CS**) table, below[1]. Each SLA may be configured to the options identified in the highlighted columns (contract length and monthly allocated hours).

Submit support requests at your leisure! As they are received, the effort to complete these requests is deducted from the available hours budgeted for that month (hrs/mo). Clients are permitted to reallocate remaining hours to any eligible service (see "Available Services" column of the **CS** table), contingent to availability of resource and a minimum 2 days' notice. In the event of an end of month surplus, a 2 month maximum rollover is permitted. In the event a budget is exceeded, the overage will be billed at the contracted value, it may not be pulled from the next month and response times are not guaranteed.

Not sure where to start? Initiation agreements are available to new customers (only). These are a non-recurring agreements with a single bucket of hours, similar to the **project services agreement**, defined below. As this is not a recurring agreement, a **standard** or **premium** SLA must be signed no later than 2 weeks following contract expiration, to honor the roll-over contingency.

SysOps / DevOps Support and Hosting

Arcane's **SysOps and DevOps Support and Hosting Division** operates under our **SysOps Support** agreement. This is a flat-rate recurring monthly service which offers unlimited[2] support requests for Systems Administration needs on compatible platforms. The **SysOps SLA** table, below, defines each service level. The **SysOps Supported Platforms** table, below., identifies supported platforms. **One (1) staging environment is included at no additional cost.**

Our DevOps SLA includes access to our proprietary DevOps platform, compatible with AWS and Azure API's.

Our hosting services offer tiered pricing for any of our 3 vendors (Amazon, Rackspace, and Azure) on a flat rate. We guarantee 24/7 uptime or receive a proportionate discount for each minute of downtime!

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[1]*Clients may request to increase their SLA, with 24 hour notice, for the remainder of the contract length but may not decrease until expiration. Access to operators may be limited based on your service level. Service level guarantees may be voided in the event of breach of access control/security or gross negligence.*

[2]*Support requests are inclusive of managing the server's kernel, ancillary services and utilities, and security methods. Application-level support and custom or non-standard services (specific to a custom application) are not included. In the event that a request does not fall within the SysOps support agreement, a representative will notify you and offer a work-order estimate to complete the request.*

Customer Loyalty Pricing

We love our customers and we want to reward them! Customers who maintain an active retainer contract are eligible to receive discounted rates. See the Customer Loyalty table, below.

Project Services

Many of Arcane's customers have a specific project in mind and aren't interested in distributing their hours or engaging in a lengthy recurring contract. As such, Arcane offers project service agreements on an as-requested basis. These agreement terms are subject to the project's needs and operate under the Standard SLA terms, defined by the **Client Services SLA**.

These agreements cover a single bucket of estimated hours for a full service execution, no smaller than 50 hours, with a defined list of services. Unlike Client Services Retainers, reallocation of hours is not permissible and available services are defined, as is, by the agreement, from initiation through launch. In the event of surplus, no refunds, exchange, or rollover may be permitted. In the event a budget is exceeded, the excess hours will be charged at the contracted value, similar to a **Client Services Retainer**.

Payments may be distributed in a maximum of 3 installments. A minimum of 33%-50% of the full contract value may be required, up-front. Project service agreements are not billable on a sliding scale and may not be put toward customer loyalty pricing. All services are available for project service agreements.

Initiation and launch timelines are subject to availability of service-specific resources in our pipeline and client accountable deliverables and response time.

Customer Loyalty

Length of Active Contracts	Applied Discount
1 year	Grandfathered Rate[3]
2 years	5% discounted grandfathered rate
3+ years	10% discounted grandfathered rate.

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[3]*A grandfathered rate guarantees your renewal at the previous year's contract rate, despite rate increases. If, for instance, our 2016 Standard SLA of $175 increases to $185 in 2017, you are guaranteed the $175 rate in 2017. If active through 2018, you would get the $185 rate minus 5% ($175 ¾).*

Client Services SLA

Service Level	Available Services	Response Time[4]	Contract Length and Increment[5]	Tiered Pricing and Increment[6]
Initiation[7]	Consulting Development Marketing (SEO) Web & Print Design Digital Strategy	9AM-5PM, Mon-Fri 2-4 hour response rate.	**Min:** 1 month **Max:** 3 months 1 month increments	**Min:** 10 hrs/mo @ $175/hr **Max:** Unlimited @ $125/hr **Hrs:** 5 hour increments **Price:** $25/hr discount increments at thresholds: 20 hours 40 hours
Standard	Consulting Systems Integration Development Marketing (SEO) Web & Print Design Digital Strategy	9AM-5PM, Mon-Fri 2-4 hour response rate.	**Min:** 6 months **Max:** 24 months 6 month increments	**Min:** 10 hrs/mo @ $175/hr **Max:** Unlimited @ $125/hr **Hrs:** 5 hour increments **Price:** $25/hr discount increments at thresholds: 20 hours 40 hours
Extended *(Extended hours for Standard SLA)*	Consulting Systems Integration Development Marketing Web & Print Design Digital Strategy	5PM-10PM, Mon-Sat 2-4 hour response rate.	No contract length Available as needed	**Flat Rate:** $200/hr $175/hr provided 12 hr notice
Premium	Consulting Systems Integration Development Marketing (SEO) Web & Print Design Digital Strategy	*Emergency Response Eligible* 24/7, 1-2 hour response rate.	**Min:** 6 months **Max:** 24 months 6 month increments	**Min:** 40 hrs/mo @ $225/hr **Max:** Unlimited @ $175/hr **Hrs:** 5 hour increments **Price:** $25/hr discount increments at thresholds: 80 hours 160 hours

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[4] *Arcane Strategies maintains a 24/7 support team available to handle all active contracts. The listed values are expected response times and availability for each SLA based on business hours, which guarantee a maximum 1 hour overage or we'll discount you 1 service hour for every hour that we're late. All tickets (by email, web, or phone) are prioritized by SLA, then handled on a first-come first-served basis. Phone operators are available 9-5 Eastern, M-F. Ticketing access and support extends through off-hours for 24/7 coverage.*

[5] *The increment indicates the unit value that's configurable to the available option. For instance, an increment of "6" for a min:6 and max:24 contract length permits contracts of 6, 12, 18, and 24.*

[6] *An incremental discounted rate of $25 at a threshold of 20 hours indicates that if 20+ hours, the rate drops $25 below the previous tier (for Standard, that's $150, whereas 40hrs+ is $125).*

[7] *Initiation agreements are only available for new customers.*

SysOps SLA

Service	Service Level	Ticket Response Time[8]	Contract Length and Increment[9]	Tiered Pricing and Increment[10]
SysOps *(3rd party hosted)*	Standard	2-4 hour response rate 24/7 coverage 9-5 M-F Tel[4]	**Min:** 6 months **Max:** 24 months 6 month increments	$300/mo* *1 server, 1 virtual host, 1 subdomain*
	Premium	*Emergency Response Eligible* 24/7, 1-2 hour response		$1000/mo *1 server, 1 virtual host, 1 subdomain*
	Pay As You Go	9AM-5PM, Mon-Fri <8 hrs	*No Contract Length Min 1 hr/event EIN/SS# Required*	$200/hr *Minimum 5 hour initial deposit*
DevOps	[11]SySops Add-On OR Stand-alone	*Stand-alone platform includes no support*	**No Contract Length Monthly payments**	$30/mo per Super User[11] $10/mo per Sub-account[11]
Hosting Standard *24/7 uptime*	Standard *24/7 uptime*	9AM-5PM, Mon-Fri 2-4 hour response	**Min:** 6 months **Max:** 24 months 6 month increments	[12]*Ask for Pricing: Subject to provider and specifications*
	Premium *24/7 uptime*	*Emergency Response Eligible* 24/7, 1-2 hour response		

Downtime proactive response is handled as priority/emergency, based on homepage 40X & 50X errors, and server outage. This is included in all services, regardless of SLA.

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[8] *Response rates are handled in queue, per client. As such, the response time for a 2nd request does not begin until the completion of the 2-4 hour response rate of the prior request. Clients who submit multiple requests may indicate priority of request. Telephone operators are available M-F 9-5 Eastern. After hours coverage is handled through ticket support with limited accessibility to telephone operators. Response rates are not an indication of downtime response time. Downtime response is handled as priority for all service levels.*

[9]*The increment indicates the unit value that's configurable to the available option. For instance, an increment of "6" for a min:6 and max:24 contract length permits contracts of 6, 12, 18, and 24.*

[10]*Fees are a flat rate, no service hours are contracted. Tickets are handed on an as needed, first-come, first-served basis, in priority of service level. Customer loyalty is not applicable.*

[11] *The DevOps platform is available as an add-on for a SysOps SLA or as a stand-alone platform with no support included. Limit 9 sub-accounts, 10 servers, 10 projects per super user.*

[12] *Arcane works with Amazon Web Services (AWS), MS Azure, and Rackspace to provide dedicated cloud server or virtual private cloud instances with configurable disk space, ram, processor, RAID configuration, bandwidth, LAMP/LEMP/WIMP/WAMP configurations and more. Your representative may estimate your server based off an existing spec or recommendations based on your existing stack.*

SysOps Supported Platforms

Provider	Platform Service / Device[13]	OS/Kernel, Configuration, Services[14]
Amazon AWS	EC2 S3 RDS IoT[15] Container Registry[14]	**Linux RHEL** (RedHat/CentOs), **Linux Debian** (Debian/Ubuntu) **Raspbian** **Win Server 2012 R2+** **IIS** **Apache** **Nginx** **MySQL** **MSSQL** **PHP/Python/Perl** **.NET** **New Relic** **Docker** **Redis** **NoSQL Mongo, DocumentDB, ElasticSearch** **Scheduled/Cron Jobs/Events** **Backup and Restore** **Load Balancing** **Firewall/IPTables** **DNS (If available)**
Microsoft Azure	Compute Web + Mobile[16] Databases Azure Container Service[14] Add-Ons[14] Containers[14]	
Rackspace	Dedicated Private Cloud Cloud Site	

SysOps Additional Fees

Condition	Price from Base[17]
Staging Environments & Clones *Stack must be identical to production*	*1st staging environment/device is free* +20% / ea
Additional Device	+60% / ea
Additional App / Virtual Host	+33% / ea
Additional Platform	+80% / ea
Disaster Recovery (not backup/restore) or unsupported event	*Estimate upon request, $175-$225/hr dependent upon SLA*

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[13] Devices are typically stand-alone, not add-ons.

[14] Including but not limited to. **Full list is available on ArcaneStrategies.com**

[15] IoT not supported in 2017

[16] Limited. Your representative may identify supported services.

[17] Price change from your existing agreement. If you have a $300/mo agreement, 1 extra device is $180 more