

Kwan when I want it

Our **Kwan-when-I-want-it** package is a service in which you purchase a number of days of our assistance upfront for the 12 months that lie ahead. It is designed for companies that are already up and running with Salesforce and/or their Force.com applications. When you know you will need some continuing support, maintenance or development done, but you don't yet know when, then this package should be attractive to you.

We believe the knowledge that assistance is available when you need it, can make a big difference when it comes to the speed with which you can adapt your processes when your organisation or the market requires it.

The time you purchase can be spent on what is relevant to your company, whether it is adding custom fields or reports, writing some triggers or code, custom training for your admins or end users, or more consultative advice on what you plan to implement yourself.

Here are some of the key points around this service:

- every **Kwan-when-I-want-it** contract is active for twelve months from the day of the agreement
- if you sign a new contract the year after for at least half the number of days of the previous year, then the balance of your old contract will be added to your new contract
- engagements can be ad-hoc or once every month or quarter, for example to go through new features in Salesforce after every major Salesforce release
- although we will make every effort to start as soon as you require, officially we need 5 business days notice before each engagement

Fixed cost to your company, no surprises

With this package you buy a form of reassurance for your organisation, but separate from that, it is our opinion that your longer term commitment to us deserves attractive pricing as well. Below you will find the cost of our predefined **Kwan-when-I-want-it** packages.

Days	Cost (excl VAT)
2	1600 Euro
4	3040 Euro
6	4400 Euro
8	5680 Euro
10	6880 Euro
12	8000 Euro

Please contact us in case you are interested in the **Kwan-when-I-want-it** concept, it will be our pleasure to discuss your requirements and to agree on a package that meets your needs.