



Crowdbotics Care: Benefits & Pricing

OVERVIEW

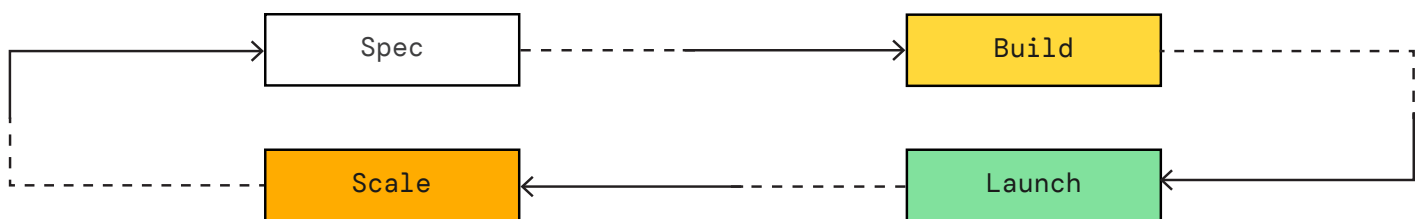
App development isn't a one-and-done engagement. Once your MVP is completed, you'll have additional wishlist features, polishing, and performance optimization needs for the rest of its lifespan.

Crowdbotics Care is an affordable, fixed-price add-on service that ensures that your app will continue to grow and perform smoothly once your MVP is delivered.

BENEFITS

- Keep a team in place once MVP build concludes
- Recurring hours for predictable feature expansion
- Tiered SLA for bugfixes or downtime issues
- On-call support for sudden usage increases
- Regular upgrades to libraries and 3P dependencies

POST MVP SUPPORT



Crowdbotics Care Takes Over

> PRICING AND TERMS

Crowdbotics Care Small: \$5,000/month

Crowdbotics Care Startup: \$10,000/month

Crowdbotics Care Scale: Custom monthly amount

All plans:

- Retain a PM and CSM following initial delivery
- Boost spend in a given month by up to 30% without switching plans
- 12-month contract starting immediately after initial build

> WORRY LESS, GO FASTER

- Expedited scoping for successive feature add-ons
- Predictable costs for v1.0 and beyond
- Minimize losses from downtime or bugs

SUPPORT SLA TIERS

ISSUE SEVERITY	NO CARE PLAN	CARE SMALL	CARE STARTUP	CARE SCALE
Level 1 - Critical Business-stopping No workaround Imminent threat to key business posing financial risk	No SLA General support ticket 3 business days response target	6 hours response target Covers Crowdbotics infrastructure-related issues	4 hours response target Covers Crowdbotics infrastructure-related issues	2 hours response target Covers Crowdbotics infrastructure-related issues
Level 2 - Urgent Key business impacted No workaround	No SLA General support ticket 3 business days response target	8 hours response target Covers Crowdbotics infrastructure-related issues	6 hours response target Covers Crowdbotics infrastructure-related issues	4 hours response target Covers Crowdbotics infrastructure-related issues
Level 3 - High Key business impacted with workaround, OR Non-key business impacted with no workaround	No SLA General support ticket 3 business days response target	16 hours response target Covers Crowdbotics infrastructure-related issues	10 hours response target Covers Crowdbotics infrastructure-related issues	6 hours response target Covers Crowdbotics infrastructure-related issues
Level 4 - Medium Non-key business impacted with workaround	No SLA General support ticket 3 business days response target	24 hours response target Covers Crowdbotics infrastructure-related issues	16 hours response target Covers Crowdbotics infrastructure-related issues	8 hours response target Covers Crowdbotics infrastructure-related issues
Level 5 - Low Business not impacted	No SLA General support ticket 3 business days response target	24 hours response target	24 hours response target	24 hours response target

WITHOUT CROWDBOTICS CARE

> RETAINED PERSONNEL*

Delivery:

None

Core Team:

None

Auxiliary Team:

None

> POST MVP BUILD

- Re-estimation for each new set of deliverables
- Sprint planning and resource allocation fixed by Crowdbotics
- No ability to boost spend for faster delivery

WITH CROWDBOTICS CARE

> RETAINED PERSONNEL*

Delivery:

Executive Sponsor
 Client Success Manager × 1

Core Team:

Project Manager x 1
 Backend Engineers)
 Frontend Engineer(S)

Auxiliary Team:

UI/UX Designer
 QA Team
 Software Architect
 Business Analyst
 DevOps

> POST MVP BUILD

- Instantly kick off post-MVP features
- Direct control over sprint planning and resource allocation
- Strategically boost spend to build faster

*Re-engage your account executive to attach new resources to your build