









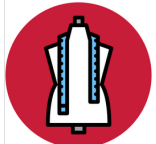

 Support plans v.2026	 BUDDY	 GUIDE	 GURU
	Essential for maintenance and support.	More in-depth and responsive support and guidance.	Frequent support and advice of a complex or strategic nature.
Total price inc VAT	£550	£1,050	£1,950
Increasing volume of support cases			
Increasing complexity of support cases			
More users can raise support cases			
Quicker response times			
Annual allocation	Starter plan, mandatory for all customers 	2 x Buddy support hours 	2 x Guide support hours 
Our support plans are designed to give every customer access to the right level of help, at the right time. Rather than boxing you into narrow categories of what is or isn't included, we base each plan on predicted usage patterns. To help you choose well see the illustrations below outlining how different plans are typically used.			
Summary	All customers start on the Buddy plan, which provides essential support and peace of mind.		
Example use	<ul style="list-style-type: none"> • 1 customer contact raises support requests • 2-3 low-level cases per month, such as login issues, user management, or basic system mods. • Email support to explain features or resolve straightforward reporting queries. • Ideal for keeping your system running smoothly while you build confidence in day-to-day use. 	For busy organisations that are pro-active in getting more from their CRM system. <ul style="list-style-type: none"> • Up to 5 contacts raising support requests • Weekly cases, ranging from configuration updates to dashboard support. • All support provided in Buddy plus: • May include a handful of more involved cases, such as creating new online forms. • Video demo support for walkthroughs, or scenario-based fixes. 	Larger organisations or those less confident and needing frequent advice and refinement. <ul style="list-style-type: none"> • Up to 10 contacts raising support requests • Multiple cases per month, of greater complexity, submitted by more system users. • All support provided in Guide plus: • May involve developmental work, including automations, or integrations. • Live Zoom/Teams calls as part of an ongoing partnership to upskill your team and evolve your CRM.
 BESPOKE	For advanced technical work or larger-scale system improvements. Quoted individually.		
Fair use policy	Each plan includes an annual allocation of support hours to be used within 12 months. We recognise that the world isn't always predictable, so we'll do our best to accommodate whatever support requests you have as they arise. However, if you are likely to exceed your plan, we may suggest an in-year plan upgrade or apply our standard hourly rate – whichever offers the best value.		
Plan upgrades policy	If your annual allocation is used before the year end, you can upgrade to the next plan at any time. Upgrading to a new plan begins a fresh 12-month period with a new annual hours allocation. A 10% grace allowance applies to all plans, and we'll notify you when usage approaches the limit. Downgrades can be made at annual renewal, based on your usage over the previous year.		
Pricing policy	Pre-paid support plans represent excellent value by offering discounted access to the same expert service, with greater savings at higher tiers when compared to our standard hourly rate of £65 (inc. VAT). Our Buddy plan represents a 6% saving, Guide a 10% saving and Guru a 17% saving.		
Response & Resolution Targets		Response	Resolution
	Critical Issues:	within 2 working hours	within 4 working hours
	High Priority Issues:	within 4 working hours	within 8 working hours
	Medium Priority Issues:	within 12 working hours	within 24 working hours
	Low Priority Issues:	within 24 working hours	within 48 working hours
 Goodlabs Helping you do good better	www.goodlabs.uk/cimplify		
	