

# Agisko Professional Services Consultancy Credits

Agisko has instituted several different services that involve consultancy, each one for specific use cases.

## Consultancy around application continuity is no one-size-fits-all.

At Agisko we recognize that consultancy around application continuity is not about a one-size-fits-all approach. Therefore we have instituted several different services that involve consultancy, each one for specific use cases.

Project implementations based on a consultancy estimation with different profiles, consultancy bundles to deliver on-site consultancy, operational support, and much more.

Every work requires its specific type of profile.

### Consultancy profiles

- ✓ **Architect (Arch)**  
**Plan of Approach**  
Work typically involves workshops, brainstorm sessions, designs, project follow up and project management.
- ✓ **Consultant (Con)**  
**Plan of Approach, Consultancy Bundle**  
Work typically includes implementations and on-demand tasks.
- ✓ **Operational Consultant (Op Con)**  
**Operational Support**  
Work typically involves operational tasks to keep environments up, and predefined frequency of at least 1 day per week, backfill.  
Projects and plan of approach tasks are out of scope.

## Consultancy credits

Next to that, every consultancy hour is also not always required at the same time. Typical standard tasks are executed during business hours, while disruptive changes are often executed outside of those hours.

Therefore we have developed the system of consultancy credits. This system enables us to offer a wide range of services that can be executed at your most convenient times.

Below an overview of the credits required per profile type, to deliver one hour of **ON-SITE consultancy**.

On-site Service Window	Business days, Mo-Fr			Saturdays			Sundays, Bank Holidays		
	Arch	Con	Op Con	Arch	Con	Op Con	Arch	Con	Op Con
00:00 - 06:00	152	132	92	152	132	92	152	132	92
06:00 - 08:30	100	86	60	114	100	70	152	132	92
08:30 - 17:30 (Standard)	76	66	46	114	100	70	152	132	92
17:30 - 22:00	100	86	60	114	100	70	152	132	92
22:00 - 00:00	152	132	92	152	132	92	152	132	92

Below an overview of the credits required per profile type, to deliver one hour of **REMOTE consultancy**.

Remote Service Window	Business days, Mo-Fr			Saturdays			Sundays, Bank Holidays		
	Arch	Con	Op Con	Arch	Con	Op Con	Arch	Con	Op Con
00:00 - 06:00	140	124	88	140	124	88	140	124	88
06:00 - 08:30	92	86	58	106	94	66	140	124	88
08:30 - 17:30 (Standard)	70	62	44	106	94	66	140	124	88
17:30 - 22:00	92	82	58	106	94	66	140	124	88
22:00 - 00:00	140	124	88	140	124	88	140	124	88

The amount of credits to buy is 2640 (= 40\*66), being the amount of credits for a consultant to work 5 days (8 hours on-site during business hours). The standard price of a credit is set at 2,10€ excl. VAT.

### Consultancy credits and conditions

- ✓ Each sales offer is based on onsite credits.
- ✓ Credits are valid for work within Belgium and include travel within Belgium. For work and travel outside of Belgium, the actual cost is always invoiced separately. All exceptions on this rule are to be discussed and approved prior to the consultancy order.
- ✓ Credits are used for all work, including preparations prior to a project and end-of-a-day reporting.
- ✓ Credit usage is approved through weekly timesheets.
- ✓ A workday is executed as 8 hours within the standard service window, unless mutually agreed differently with the consultant.
- ✓ For remote work, credits are invoiced on a 30-minute basis with a minimum of 1 hour. Onsite work is invoiced with a minimum of 4 hours.

## Prepaid consultancy

Your order will be invoiced immediately (prepay) according to the table below.

2023	# Credits	€ per Credit	Minimal Order	Consultant (€ per 8 hours)
Prepaid	2640	2,10 €	5.544,00 €	08:30 - 17:30 1.108,00 €

### Consultancy credits and conditions

- ✓ Consultancy credits terms and conditions remain applicable.
- ✓ Prices are excluding VAT.
- ✓ Credits cannot be stacked in multiple orders to receive higher reduction unless all orders can be processed in one time.
- ✓ Prepaid consultancy credits are valid from order day up until 2 years after.
- ✓ Prepaid consultancy credits are immediately invoiced after processing order.