

Service Packages



An HR solution for Teams,
here, there and everywhere.

Service Packages



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Our Service Packages



SILVER

- ✔ Response Time: 16h
- ✔ Resolution Time:
+ 4 working days
- ✔ Available packages:
Annual, 6 months



GOLD

- ✔ Response Time: 8h
- ✔ Resolution Time:
+ 3 working days
- ✔ Available packages:
Annual, 6 months

Most
Popular



PLATINUM

- ✔ Response Time: 6h
- ✔ Resolution Time:
+ 2 working days
- ✔ Available packages:
Annual, 6 months

Highest
Value

Business hours: Mon-Thur 9am - 5pm CEST Fr 9am - 4pm CEST

Service Packages



	Starter Pack	Silver	Gold	Platinum	Hourly Bundles
Reviews	30-minutes quarterly	30-minute monthly reviews	30-minutes monthly	60-minutes monthly	3 hour
Support hours	3 hours	5 hours	10 hours	14 hours	5 hour
Response Time	18 hours	16 hours	8 hours	6 hours	10 hour
Resolution Time	5 days	4 days	3 days	2 days	Extra Hypercare 16 hour
Contract Duration	3 month	6 month		12 month	

* Further clarification necessary. Effort estimation depends on individual definition & amount of use cases.

** Inhouse consultants can support on this work package

Starter Package

1st Level Support

Support per Month **3 hours**
Response Time **18 hours**
Resolution Time **5 days**

- ✓ Solving simple administration challenges



Flexibility that fits your needs

Contract Duration	Support Hours	Monthly Costs	Total Costs
3-Months	3h/mo (Total=9h)	400€	1.200€

SERVICE PACKAGES

Silver Package

1st Level Support

Support per Month **5 hours**
Response Time **16 hours**
Resolution Time **4 days**

- ✓ Quarterly Reviews (30mins) with a Customer Success Manager
- ✓ Coaching and training opportunities



Flexibility that fits your needs

Contract Duration	Support Hours	Monthly Costs	Total Costs
12-Months	5h/mo (Total=60h)	630 €	7.560 €
6-Months	5h/mo (Total=30h)	700 €	4.200 €

10% Discount
SAVE 720€

Gold Package

2nd Level Support

Support per Month **10 hours**

Response Time **8 hours**

Resolution Time **3 days**

- ✓ Silver Package Advantages +
- ✓ Monthly reviews (30min) with a Customer Success Manager
- ✓ Fixed contact persons
- ✓ Support from experienced Consultants
- ✓ Development of complex solutions



Special Offers

Contract Duration	Support Hours	Monthly Costs	Total Costs
12-Months	10h/mo (Total=120h)	1.120 €	13.440 €
6-Months	10h/mo (Total=60h)	1.400 €	8.400

20% Discount
SAVE 3840€

SERVICE PACKAGES

Platinum Package

3rd Level Support

Support per Month **14 hours**
Response Time **6 hours**
Resolution Time **2 days**

- ✓ Gold Package Advantages +
- ✓ *Monthly* reviews (60min) with a Customer Success Manager
- ✓ Support from Developers and Solution Architects
- ✓ Strategic adaptation of the software to your HR processes



Special Offers

Contract Duration	Support Hours	Monthly Costs	Total Costs
12-Months	14h/mo (Total=168h)	2.100 €	25.200 €
6-Months	14h/mo (Total=84h)	2.800 €	16.800 €

25% Discount
SAVE 7560€

Service Hour Bundles



Customizations, Flows and Process Automation built by Salesforce architects and developers

01

When to choose flair's Hour Bundles?

Coaching for efficiency and fast handling ...

Tailored Customizations: Solutions designed for your unique needs.

Automated Workflows: Streamline processes and reduce manual tasks.

Increased Efficiency: Achieve your HR tech goals with smarter systems.

Flexible Solutions: Ideal for both small enhancements and complex projects.

Single Integrations: SSO, DATEV, 3th Party tools etc.

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Hourly Service Packages

Flexible bundles for quick fixes, success coaching, small-scale enhancements or full-scale process automation.

3-Hour Package: €540*

5-Hour Package: €900*

10-Hour Package: €1.800*

*Ask the team for an estimation, depending on the experience level needed.

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What's Included

Scoping: Collaborative project board

Consultation: Expert advice to meet goals.

Architecture: Scalable designs for your organization.

Implementation: Custom Salesforce Flows and Customizations.

Project Management: Seamless execution.

Review & Testing: Secured deployment.

Solution Level Examples



Silver

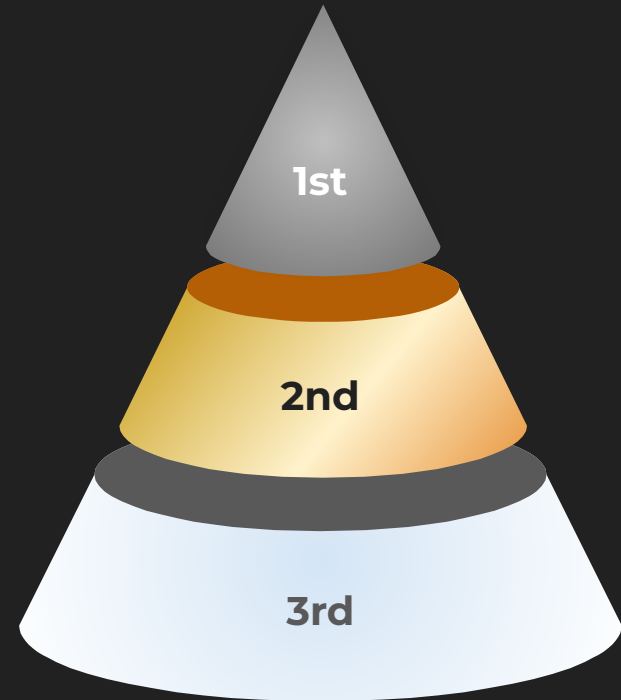
- Quick help via our Help Center
- Solving simple admin issues
- Support for the administrator

Gold

- Technical support from experienced consultants
- Problem analysis and solution concept
- Minor adjustments and implementations

Platinum

- Customizable solutions for complex challenges
- Support from developers and architects
- Strategic adaptation of the software to HR processes





Important Note:

For **ongoing** support, we recommend to choose our Silver, Gold or Platinum packages for:

- ✓ Strategic planning and long-term goals.
- ✓ Managing recurring needs and secure continuous success.
- ✓ General configurations such as **accrual policies, workflows, time tracking, reports, permission sets, or error handling** resulting from incorrect technical settings.

Bundle Hour Packages are designed specifically for customizations and Flows.

Not suitable for general Customer Success support or account management.