

TRUNOVA LAUNCHPAD SUCCESS PLAN LITE

SIMPLE, PREDICTABLE SUPPORT FOR MINIMAL-USE ENVIRONMENTS

Overview

Success Plans Lite is designed for customers who need limited annual support or who pair TruNorth's fixed-fee service offerings with occasional advisory or troubleshooting needs. This plan provides predictable, low-commitment access to TruNorth's expert team without the broader features included in higher-tier Success Plans. At an affordable monthly rate, Success Plan Lite ensures clients receive the essential help they need when they need it.

For Clients Who Only Need the Basics

Success Plan Lite focuses purely on essential support. There are no added services, no discounts, and no strategic components—making it a limited but functional option for teams that simply need an occasional touchpoint. Clients who require regular guidance, training, or system improvements will benefit more from a full Success Plan tier.

What's Included	What's Not Included
<p>Success Plan Lite provides 10 support hours per year that can be used for:</p> <ul style="list-style-type: none">◦ Break/Fix Requests◦ Troubleshooting◦ Advisory Support◦ Small Environmental Tweaks/Adjustments◦ Training or Refresher Guidance <p>All TruNorth support offerings are delivered through the same trusted channels including remote sessions, screen share meetings, and asynchronous ticket-based support.</p>	<p>To keep this plan lightweight and cost-effective, Success Plan Lite does not include:</p> <ul style="list-style-type: none">◦ Discounts on other bundled products (for example: BC Upgrade Management is discounted in Tier One and above)◦ System reviews, optimization reports, or training workshops◦ Priority support response times◦ Strategic planning or quarterly advisory sessions

Pricing and Usage Information

- \$199/month
- \$2,388 annually
- Additional Block Time: \$260/hour

When annual hours are fully consumed, clients can continue receiving support through Block Time at the standard rate of \$260/hour.

- No rollover of unused hours
- No discounts applied to other TruNorth products or services (including BC Upgrade Management)