

Managed Services Packages

Elation offers Managed Services packages to help you get the most out of Elation's workflows and tools. Managed Services are especially helpful to customers who do not have in-house technical resources, but all customers will find our services valuable. Packages are customized to meet your unique goals and needs and each package includes adoption services.

	Standard	Plus	Advanced	Custom
Managed Service Package Includes	\$1,700/month	\$3,200/month	\$9,000/month	TBD
Professional Service hours included per month	10	20	60	Custom SOW
Advisor Relationship	Pooled	Assigned	Assigned	
Executive Business Reviews	Semi-Annually	Quarterly	Quarterly	
Product Roadmap Presentations	n/a	Annual	Bi-annual	
Services Included				
Account Maintenance	✓	✓	✓	Custom SOW
Configuration Modifications	✓	✓	✓	
Workflow Advisory	✓	✓	✓	
Partner Integrations and Maintenance	✓	✓	✓	
Elation Platform Training	✓	✓	✓	
Application Health Checks	✓	✓	✓	
Data Importing and Exporting	✓	✓	✓	
Analytics Reporting & Support		✓	✓	
Architecture Advisory [APIs, Dev Design]		✓	✓	
Technical Support Case Management			✓	
Service Exclusions				
Services Excluded Any services that require project management or project plans are excluded. Additionally, these services are also excluded.	Practice splits or merges (included in subscription) Support for 3rd party integrations not listed in the Elation Health Marketplace Custom integration or application development Projects requiring a project manager or requesting project plans Developer training			

Final services and pricing will be reflected in the Statement of Work. All Services are delivered remotely. All Services are billed in advance per your agreement.