

NEW MULTI-PRODUCT TIME CREDIT OFFER



Principles of time credit?

This is time you can use to:



- Assistance/support on our solutions
- Minor changes (< 0.5 days)
- Project service
- Training (< 0.5 days)
- Technical service

The advantages of time credit?



- **Flexibility, responsiveness** while avoiding going through the quote process for each request.
- **Decreasing cost** based on the number of hours you commit to.
- Better visibility **on your consumption thanks to MyGrainbow tool**.
- Possibility in certain cases to **validate or reject time estimates** before each intervention.

How to benefit from it?



- You benefit from a number of hours offered each year, usable between **January 1 and December 31 of the current year** cannot be carried over from one year to the next.
- Would you like to benefit from a greater number of hours?
Contact sales to purchase a pack of hours.

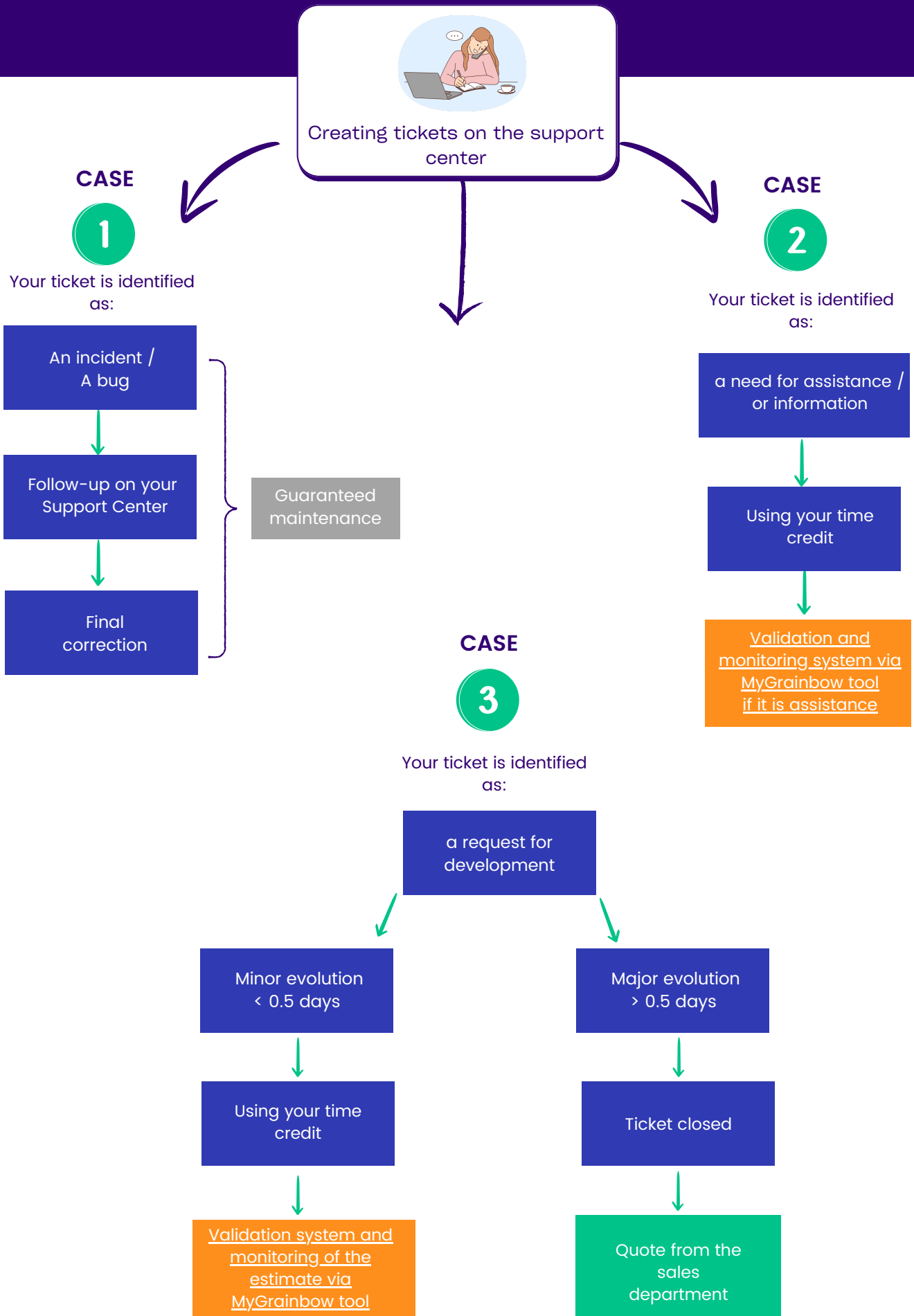
Packs	Discounts	Rates
1h	/	170€ excl. VAT
10h	2%	1 660€ excl. VAT
20h	5%	3 230€ excl. VAT
30h	10%	4 590€ excl. VAT

Valid for 3 years

The tool for tracking this time credit is MyGrainbow.
Contact the **sales department** to obtain your access.

In terms of billing, your time credit is systematically invoiced when ordering.

WHAT STEPS ARE NECESSARY DEPENDING ON YOUR PROBLEM?



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As part of a project service:

Your Grainbow Project Manager will agree with you on your needs.

You use your time credit:



1. The estimated time can be covered by existing time credit. You can agree to use it via [MyGrainbow](#).

2. Running out of time? You can request additional hours. The project manager will use all or part of the invoiced time credit.

Once the mission is finalized, your project manager will deduct the time actually spent from your time credit balance.

sales@grainbow.fr

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