Alemba Credits

Credit where it's due.

Alemba Credits is a simple and competitive method of procuring and paying for Alemba Administration or Professional Services in advance of any requirements gathering exercise or where no clear deliverables have been identified or agreed.

This approach to budgeting is very flexible, as Alemba Credits can be used for any engagement. This method also uses a strong governance framework to ensure that you maintain control of how your credits are used.

How do they work?

- Credits can be purchased from your Business Development or Account Manager

- Credits expire one calendar year from the date of purchase

- Each credit relates to a specified unit of effort (30 minutes)

- The credit burndown rate is dependent on the requested Service

  - Administration Services – 1 credit = 30 minutes

  - Professional Services – 2 credits = 30 minutes

*Minimum remote burndown per service

Administration Services

Request Administration Services via the Alemba Portal

- Administration Services are always provided remotely

- A balance report will be provided stating the credit burndown

Professional Services

Speak to your Account Manager if you need to draw down from your credit allowance

- We will provide an initial estimate for the activity

- If you wish to proceed, a Statement Of Work (SOW) will be generated outlining the tasks and deliverables alongside a quote stating the number of credits that will be withdrawn from your allowance

- Upon acceptance (sign-off) of the SOW, the agreed number of credits will be removed from your allowance

- A balance report will be provided stating the credit burndown

What are the main benefits?

- **Speed** – Ease of procurement. Credits is the ideal solution if your organisation has a single annual budget cycle, or if available budget must be purchased and invoiced immediately

- **Value** - There is no monthly allowance, so you can use the credits at a time that suits you

- **Control** – Professional Services work is governed by an SOW, which is matched to your commercial preference (T&M or Fixed-Price)

- **Flexible** – You can use Credits for either Administration Services or Professional Services delivery

- **Convenience** – Only a single invoice is generated so there is no additional administration

- **Price** – Value is built-in with volume discounts

What are the volume discounts?

Rewards – Our simple discount structure ensures you're making a valuable investment; the more you spend, the more you save.

Credits	Discount
**160-599	0%
600-1199	10%
1200-2399	15%
2400+	20%

**Minimum purchase of 160 credits.*

alemba

Terms and Conditions

All Alemba Administration Services and Professional Services engagements are governed by the Alemba Master Services Agreement.

Australia: *alemba.com/alemba-msa-australia*

USA: *alemba.com/alemba-msa-us*

UK: *alemba.com/alemba-msa-uk*

- Expenses incurred during any on-site delivery will be translated into a quantity of credits and will be consumed from the available allowance

Scope of Services

The scope of the different services are as below:

Administration Services:

- Administrative configuration
- Creation of pre-defined request workflows
- Creation of IPK workflow rules
- Creation of problem analyzer rules
- Creation of new screens and addition of fields
- Creation and reformatting of screens with standard fields
- Amendment and extension of existing reports
- Creation of reports based on customer design
- Configuration of user dashboards and monitors
- Configuration of search screens
- Configuration of timesheets
- Maintenance of IPK data values such as call types
- Maintenance of SLA configuration
- Maintenance of availability schedules
- Maintenance of working hours
- Maintenance of holiday plans
- Maintenance of time zones
- Maintenance of the active directory gateway
- Alemba Administration Services operates on a standard 8 hour working day

Professional Services:

- Process and business consultancy
- Requirements definition
- Definition of change workflow requirements
- Any configuration requiring development work
- Definition of report requirements
- Definition of administrative system configuration requirements
- Product Training
- Planning, assisting, or delivering software upgrades
- Alemba Professional Services operates on a standard 8 hour working day

To purchase Alemba Credits or to request any further information on this method of payment, please contact your Account Manager.