DESIGN PARTNER FAQ

Straight answers before you decide.

Terms, places, equity, the pilot and what the product does today. Updated 31 October 2026.

THE BASICS

What is a design partner?

An MSP or internal IT team that puts one real workflow on Revolutionary RMM for 12 weeks, tells us candidly where it helps and where it does not, and, if it works, keeps paying at a lasting discount.

Does a call commit me to anything?

No. The first call is 30 minutes. A pilot is a separate written agreement, and nothing is installed before the scope is written down.

Is the program optional?

Yes. You never need to be a design partner to buy RMM 1.0 at the standard $5 per device per month.

Who is it for?

Owners and technical leads who can authorize agents on a contained, noncritical client or site, and who can name an owner and a working technician for one 30-minute session a week. There is no device minimum or maximum in the terms.

MONEY

What does it cost?

$1 per device per month during the 12 weeks, in three invoices billed in advance every 28 days (days 1, 29 and 57), plus applicable sales tax. Each invoice counts the devices in your Pilot Schedule or the devices enrolled on its issue date, whichever is higher. No card is needed to start. Leaving stops future invoices; a paid period is not prorated.

What happens on day 85?

If you have not canceled or agreed an extension, your subscription moves to the partner price: 50 percent off the standard rate, so RMM 1.0 is $2.50 instead of $5. We go through this in the week 11 decision session.

Who gets the 50 percent?

The first 100 paying design partners, for as long as they stay paying customers. A place is claimed by a signed participation agreement and a paid first invoice; the $1 pilot invoice counts.

Who gets equity?

The first nine design partners to finish the 12-week pilot and pay their first invoice on the post-pilot plan, counted by the date of that payment. Each receives 0.1 percent, 0.9 percent in total, nine places ever. Only a paying customer (at least $1 per device per month) earns or holds one; a pilot invoice, signup or unpaid trial alone does not.

Who grants the equity, and when?

A separate written agreement with the Delaware corporation being formed for Revolutionary RMM, after it exists. The agreement sets the instrument, vesting and tax treatment, and you should take your own tax and legal advice.

How many places are taken?

We do not publish or write down a count. Ask on a call and we will tell you that day's number from our records.

THE PILOT

When do the 12 weeks start?

On your own start date, agreed in writing. 12 weeks is 84 days. There is no shared cohort date.

What happens at week 4?

A gate, before the second invoice: go, fix one named problem, or stop. If either side stops, offboarding starts and no further invoice is issued.

What will you measure?

Numbers you already track: hours on the chosen workflow, days to patch, alerts and tickets per 100 devices, fixes still fixed seven days later, devices reporting on schedule, and how much of our time you needed. You set the target in week 0. We promise no result.

What support do I get?

One 30-minute session every week. Support runs 8AM - 6PM CST, Monday to Friday. Every request, including a critical alert, is acknowledged within four support hours and answered within one business day. We do not watch your alerts for you, and no resolution time is promised.

THE PRODUCT

What does a pilot cover?

RMM 1.0 as it runs today: enrollment and inventory, monitoring, alerts and cases, patching, remote support, approved scripts, tickets and customer lifecycle. Your Pilot Schedule lists each capability's current limit. Full RMM 1.0 release acceptance is not yet established.

Do you connect to our PSA?

Not today, and a connector to existing PSAs is not on the roadmap. A native PSA is planned for SuperRMM 2.0 without a date. If PSA decides it for you, tell us on the first call and we will say plainly whether to wait.

Are AI features part of a pilot?

No. AI features on your data need your separate consent and are not in a pilot.

How are devices counted?

Each invoice counts the devices in your Pilot Schedule or the devices enrolled on its issue date, whichever is higher. A device is one enrolled device record; offline devices count until removed; SNMP nodes and relays are not separate billable devices.

Will you build my feature?

Your feedback shapes our priorities. We answer every request yes, no or not now, and we do not attach dates.

DATA, PUBLICITY AND LEAVING

What is the way back if it does not work?

Your current tool stays on through the pilot. If you leave, access ends at once, you get an export within five business days, and your data is deleted within 30 days, backups within 90. Removing agents is yours to do. The workspace export is one JSON file; full ticket threads and attachments are not in it yet.

How is my data handled?

A written data and access scope is agreed first. The Product Subscription Terms and Privacy Addendum v1.1 govern use of the product; we give you their full text with the agreement. Please do not send client names, credentials or confidential details before the scope exists.

Can you use our name or results?

Not without your separate written approval for each use. Participation gives no publicity permission. No exclusivity, reseller right or white label either.

US AND THE PAPERWORK

Who are we contracting with?

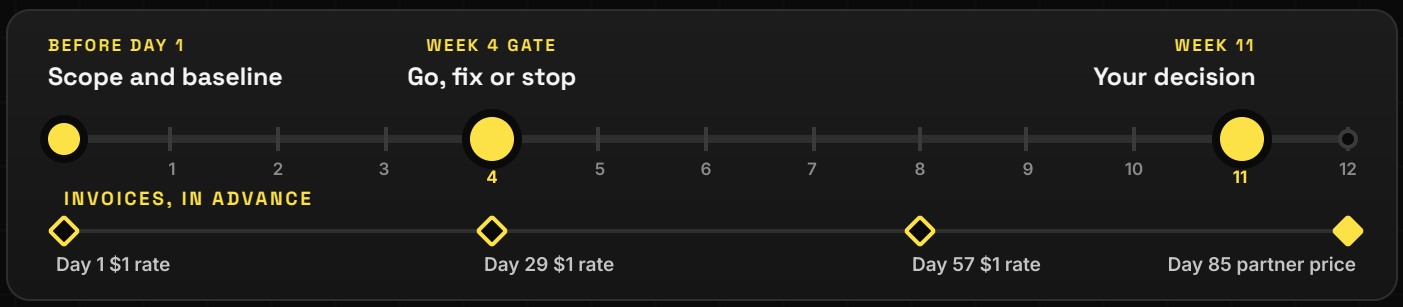
Revolutionary RMM is being formed as its own Delaware corporation, separate from Revolutionary IT, the founders' MSP. Until it is filed, the product is provided by the MSP's company, which also runs its own clients on it as our first design partner, a related party. It holds no discount or equity place. Your workspace data is handled under the Privacy Addendum v1.1. Agreements are with Revolutionary IT, LLC (business name Revolutionary Software) until the Delaware C corporation being formed for Revolutionary RMM is filed.

Are the terms different from a free trial?

No. Signup is the same as for every free-trial customer, with no saved card, under the same terms and conditions and trial rules.

Has a lawyer reviewed the agreements?

No. They were drafted with AI and decided by the two owners. They are not legal advice. We encourage you to have your own lawyer read them.



Book a 30-minute call

Bring one question: which routine task takes more steps than it should?

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RECEIPT Scope: /roadmap/ and /pricing/ (Oct 31 2026). AI, entity and legal status: program terms (owner decisions, 31 October 2026). Program terms (owner decisions, 31 October 2026); /partners/ and /pricing/ read Oct 31 2026.