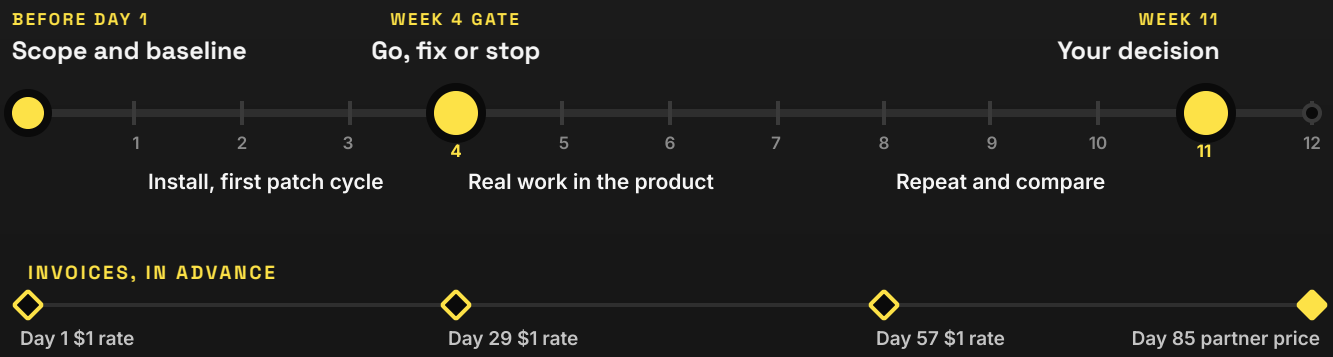
PILOT PLAN · SHARED WITH THE PARTNER

Twelve weeks, one contained scope, two decisions.

How the pilot runs and how we decide what happened. It promises effort and candor, not a result. Your scope, people and measures go into your Pilot Schedule before anything is installed.



EVERY WEEK

One 30-minute working session

Your owner and technician with both founders. Same agenda each week (page 4).

BILLING

Three invoices, then your choice

$1 per device per month, billed in advance on days 1, 29 and 57. From day 85 the partner price applies unless you cancel. No card needed to start.

EXIT

No fault, no penalty

Either side can end the pilot at any point. If you stop at the week 4 gate, the next invoice is not issued.

BEFORE DAY 1 YOU WILL HAVE

- A written scope: devices, people, capabilities and their limits
- Your baseline, measured on your current tool with your method
- A signed Pilot Schedule with your start and decision dates
- One device per operating system enrolled first in our own lab

The two decisions: **week 4**, go, fix or stop, decided before the second invoice; and **week 12**, continue, extend or offboard, held in week 11 so you decide before day 85.

WEEK BY WEEK

What happens, and what we write down.

WHEN	WHAT HAPPENS	WHAT WE RECORD
Before day 1	Written scope, Pilot Schedule signed, your baseline taken on your current tool with your method. We enroll one device per operating system in your mix in our own lab first.	Baseline numbers and how they were measured
Week 1	Agents on a small set of noncritical devices. Check-in, inventory, and an alert that opens and clears. First session.	Install result per device; failures with cause
Week 2	Your technician runs the agreed workflow once in the product while your current tool stays on.	Time, steps, differences, issues with owner and date
Week 3	The full scoped device set. A first patch cycle on a small group.	Patch records; reboots outstanding
Week 4 gate	Go, fix or stop, decided before the day 29 invoice (criteria on page 3).	Gate record signed by both sides
Weeks 5 and 6	Remote sessions on real tickets, with consent. A value check in week 6: is this worth your time?	Sessions attempted and completed; your written view
Weeks 7 and 8	Repeat the agreed workflow with the baseline method. Review every request: yes, no or not now, never a date.	Same measures as week 2; request list
Weeks 9 and 10	A second patch cycle. A walkthrough on paper of how export and deletion would run (nothing is deleted).	Patch records; offboarding note
Week 11	Decision session: baseline against observed, invoice check against your real device count.	Signed decision record
Week 12	Your decision takes effect: continue, extend or offboard.	Billing or offboarding steps with dates

RULES OF THE ROAD

One owner session a week. Your technician uses the product on real work. Nothing is added mid-pilot without a written change. Your current tool stays on as the fallback.

WE SHOW YOU FAILURES TOO

When something fails, you see the failed record and how it was recovered, not only the path that worked.

MEASURES AND GATES

Success is counted in numbers you already track.

In week 0 you write down your baseline and the number you want to see at week 12, in your own words. At week 12 we read the same measures the same way. A missing number is recorded as unknown, never as zero.

MEASURE	WHAT IT IS	HOW IT IS READ
Hours on the workflow	Technician time per week on the one workflow you chose	Your log, same method as week 0
Days to patch	Days from an update's release to installed on the scoped devices; share patched within 14 days	Patch records in the product
Alerts and tickets per 100 devices	Weekly volume, and how many were noise or duplicates	Product counts plus your technician's view
Fixes that held	Share of fixes still fixed seven days later; closes observed versus recorded by hand	Read by the founders each week from case records and a later check
Devices reporting	Share of scoped devices checking in on schedule; installs and agent crashes	Product counts and spot checks
Our time you needed	Founder hours per week, and acknowledgment and response times against our support commitment	Our own log, shared with you

WEEK 4 GATE · BEFORE THE DAY 29 INVOICE

- **Go** when the scoped devices report on the schedule you set, the workflow has run in the product at least twice, and every blocker has an owner and a date.
- **Fix** when one named problem stands in the way: we agree the fix and its date and check again in week 5.
- **Stop** when either side says so. Offboarding starts and the next invoice is not issued.

WEEK 12 DECISION · HELD IN WEEK 11

- **Continue** if the condition you wrote in week 0 was met, or you judge the product worth paying for anyway.
- **Extend** only with a written scope, length and billing basis.
- **Offboard** with no fault, on the schedule on page 4.

A pilot of a few partners shows what happened for you. It is not evidence of general performance, and we will not present it as such.

RECEIPT Seven-day rule: RMM 1.0 outcome definition. Measures are evaluation measures, not promised improvements (/partners/ FAQ). Gate timing is the program design, tied to the invoice schedule.

WEEK 12 AND AFTER

Your decision, and what each choice means.

CHOICE	WHAT HAPPENS
Continue	From day 85 a scheduled change moves you to the 50 percent partner price of your tier: RMM 1.0 at $2.50 per device per month instead of $5. Your price does not rise when list prices change. A new tier is an offer you accept or decline.
Extend	Only with a written scope, length and billing basis agreed before week 12 ends. None is assumed.
Offboard	Access revoked immediately. Export within five business days. Active data deleted within 30 calendar days, backups purged within 90. You remove agents from your endpoints; we confirm deletion in writing on request.

THE WEEKLY SESSION · 30 MINUTES

- What did the technician do in the product this week, and what still needed the old tool? (10 min)
- Issues and blockers, each with an owner and a date. (10 min)
- This week's measures into the weekly scorecard. (5 min)
- Run next week here? Yes, mixed or no, and why. (5 min)

SUPPORT

Support runs 8AM - 6PM CST, Monday to Friday. Within that window we acknowledge every request, including a critical alert, within four support hours and respond within one business day. We do not watch your alerts for you, and we do not promise a resolution time.

WHAT WE WILL NOT CLAIM

Customer counts, logos, quotes, savings or uptime we cannot show, or that a planned feature exists. Any use of your name or results needs your separate written approval.

EQUITY, FOR THE FIRST NINE

The first nine design partners to finish the 12 weeks and pay their first invoice on the post-pilot plan each receive 0.1 percent equity, nine places in total, counted by the date of that payment. It is granted by a separate written agreement with the Delaware corporation being formed for Revolutionary RMM, once it exists.

PROGRAM AND SESSIONS
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