



Senior architecture for your platforms — on retainer.

ACAA Solutions Managed Services puts a principal enterprise architect with 27+ years of experience behind the systems your business runs on. One monthly pool of senior hours supports platform operations, integrations, data and architecture — with CRM as one workload among many — so the work that matters most this month gets done by someone who understands how it all fits together.

WHAT'S COVERED



Platform operations & release management

Administration, environment management, deployments and release governance across your core platforms — CRM, service, ERP and custom apps alike.



Integration & data operations

Monitoring and tuning the APIs, ETL jobs and data flows that connect your systems, plus data quality and migration support.



Architecture & roadmap advisory

Enterprise architecture decisions, platform evaluations and a living roadmap, reviewed with your leadership on a regular cadence.

WHY A RETAINER

The architect stays with the system

The person who understands how your platforms fit together is the one supporting them month after month — no hand-off to a rotating bench.

Capacity that flexes with priority

One pool of senior hours covers architecture, administration, integration and enhancement work. You direct it where the business needs it most that month.

Enhancements & automation

Workflow automation, reporting, AI enablement and incremental improvements are supported from the same hours — no new contract for every request.



Enterprise discipline, sized to your business. Enterprise architect for a \$2.8 billion equipment finance operation supporting 26 countries, and lead architect on a multi-million-dollar federal modernization program. The same governance and delivery rigor now supports your platforms every month.

HOW THE MONTH RUNS



Monthly priority set

We agree the month's workstreams up front and adjust as priorities shift.



Transparent hour tracking

Hours logged by workstream, with a monthly summary of time used and hours banked.



Standing check-in

A regular working session to review progress, risks and what's next on the roadmap.

Choose the capacity that fits your priorities. Keep the hours you don't use.

FLEX**\$150** / hour

40 hours per month · \$6,000 monthly

- ✓ Senior architecture and platform support
- ✓ Monthly priority set and hour summary
- ✓ Rollover and bank up to 20 hours

Three-month minimum · \$18,000 initial term

COMMITTED**BEST VALUE****\$10,000** / month

80 hours per month · effectively \$125/hour

- ✓ Everything in Flex, at twice the capacity
- ✓ \$2,000 a month below the hourly rate
- ✓ Rollover and bank up to 40 hours

Three-month minimum · \$30,000 initial term

COMMITMENT & BANKED HOURS**Three-month minimum**

Every plan starts with a three-month commitment — enough runway to learn your environment and put real support in place.

**Rollover up to 50%**

Unused hours roll forward to the next month, up to half of your monthly allotment.

**Bank capped at 50%**

Your banked balance holds up to 50% of your monthly hours — 20 on Flex, 40 on Committed — so capacity is there for a busy month.

HOW BANKING WORKS — COMMITTED PLAN EXAMPLE**Month 1****80 available · 60 used**

20 unused hours roll forward to the bank.

Month 2**100 available · 55 used**

45 unused; the bank holds its 40-hour maximum.

Month 3**120 available**

A heavy release month is covered from the bank at no extra cost.

GETTING STARTED**1****CONVERSATION**

Your platforms and this quarter's priorities

2**PLAN SELECTION**

Flex or Committed, sized to demand

3**ONBOARDING**

Access, environment review and first priority set

4**SUPPORT**

Monthly workstreams, tracking and check-ins

5**REVIEW**

Quarterly look at priorities and plan fit

Beyond your monthly hours: additional work draws first from your banked balance, then bills at \$150 per hour.

LET'S TALK

Put senior architecture behind your platforms

A short conversation about your systems, this quarter's priorities and which plan fits.

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[Schedule a Conversation](#)
