

Flexible Digital Retainers

December 2019



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What is a Miggle flexible digital retainer?

A flexible digital retainer with Miggle is a time and materials based arrangement which allows me to supply digital based services to your business on a draw-down basis for a certain number of hours each week. There is no minimum charge per request raised, so you are only billed for the time which you use.

Miggle flexible digital retainers can represent a schedule of works (SOW) that are subject to either Miggle's or the client's standard Terms and Conditions if required.

Rates

Client annual spend (not including SaaS)	rate (per hour exc VAT)
Up to £18,000	Up to £85
£18,000 - £36,000	Up to £75
Over £36,000	Up to £70

Rates start at £25 per hour and are based on the experience of the resource required and are updated each April. I will give three months' notice of any rate increase.



How do the retainers work? What are the response times and how are charges calculated?

Once you're ready for us to start working together, I'll work with you to assess the level of retainer you're likely to need on a weekly basis (starting at half an hour per week) based on a three months/13 week term starting January, April, July or October, plus whatever time remains in the current quarter.

I'll then bill you for the full cost of your retainer upfront and undertake to provide you with the time you need, up to your weekly hourly allowance, by the end of the third business day after you've raised it.

This will constitute a retained amount of time per quarter. Unused hours expire without any entitlement to a refund.

If you need same day turnaround, or if the request needs to be addressed outside of Monday-Friday 9am-6pm, we reserve the right to charge at more than standard time, as per the list below.

- Same day turnaround - double time
- Support weekdays 6pm-midnight and 6am-9am - double time
- Support weekdays midnight-6am - triple time
- Weekends 9am-6pm - double time
- Weekends 6pm-9am - triple time
- Any public or bank holidays - quadruple time

When you raise a request, I will track the exact time it takes to resolve using time tracking software and deduct this from the time remaining.

How do clients draw down on the hours?

There are three ways clients can draw down on hours:-

1. My preference is for clients to log requests via an agreed project management tool, for example JIRA – at <http://migggleweb.atlassian.net/> - Please ask for an account if you don't have one).
2. via email to your direct contact or to info@migggle.one.
3. by phone on +44 (0) 1273 358448 (out of hours our voice mail service will forward calls to the support email queue)

What do retainers cover?

Your retainer can cover most things - and before signing this agreement we'll have most likely determined scope.

Digital strategy

I'll work with you to help you define your digital strategy.

Scrum

My certified scrum masters, product owners or developers can run or supplement your internal teams and help you get the most out of agile.

Product management, project management and QA

I'll use retained time to cover defining or testing new features, or preparing estimates.

User experience (UX), information architecture (IA) and web marketing

I can support you on UX/IA reviews and surveying users.

I can support you with all aspects of web marketing - creating and building out web Analytics and compiling reports, establishing KPIs and managing SEO/PPC/Social etc.

Supplier or staff selection

I help you appoint the right staff or suppliers

Development support

I'll help you supplement your in-house team with development resources.

Content management support

I'll help you find the support you need in the use of your Content Management System.

Training and documentation

I can use retained time to prepare documentation, or to train and support your in-house digital team.

What don't they cover?

My retainers do not cover any of your IT infrastructure in your own office or the software you run.

Neither do they cover site visits – but I am happy to make these, with time and travel costs being allocated against the retainer as relevant.

How do miggle track the time?

I and my associates run time tracking software which is collated into reports which I mail out at the start of each month covering the previous month.

How do I renew my retainer?

I will contact you in the last month of your retainer to see what your plans for renewal are. I will re-issue the contract and invoice for those who wish to renew. There is no need at my end for you to sign the re-issued paperwork. If I don't hear from you during the renewal period I will assume you are happy for your contract to continue.

Notice periods

Deals can be cancelled in the first month of the first contract and the balance of unused hours will be refunded. Thereafter you are tied in for the three-month term. Should I no longer be in a position to offer you retained services they will provide a minimum of a full quarter's notice.

Your flexible support retainer

CLIENT NAME agree to a support contract of x hour per week at £x per hour totalling £x + VAT per week for a period of x weeks starting dd/mm/yyyy and renewing on a rolling basis, until either party gives notice. To specifically cover the following:-

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Totalling £x + VAT

And understand and agree that the contract will be managed as outlined in this document.

Signed on behalf of CLIENT NAME

----- on -----
Signature Date

Name

Signed on behalf of Miggle Ltd



----- on -----
Signature Date

Alick Mighall



A digital technologist. On your side.

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