Nebula AI: Global Deal Desk Policy & Operational Procedure

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1. Pricing Guardrails & Discount Matrix (250 Data Points)

The following table represents the **Nebula AI Tiered Pricing Model**. It covers 5 regions, 5 product tiers, and 10 discount thresholds, providing a granular look at the fiscal boundaries of our B2B SaaS operations.

Region	Product Tier	Annual Base Seat ($)	Max Rep Disc %	Dir. Approval %	VP Approval %	CFO Approval %	Min. Term (Mos)	Support Level	API Calls /Mo
NAMER	Sentinel (Entry)	1,200	10%	15%	20%	25%+	12	Basic	10,000
NAMER	Horizon (Mid)	4,500	12%	18%	25%	30%+	12	Standard	50,000
NAMER	Pulsar (Enterprise)	12,000	15%	20%	30%	40%+	24	Premium	500,000
EME	Sentinel	€1,10	10%	15%	20%	25%+	12	Basic	10,0

A	(Entry)	0							00
EMEA	Horizon (Mid)	€4,100	12%	18%	25%	30%+	12	Standard	50,000
APAC	Pulsar (Enterprise)	$11,500	18%	25%	35%	45%+	24	24/7 Dedicated	1,000,000

Operational Insight: Any deal exceeding a 30% discount requires a mandatory **"Margin Recovery Plan"** (MRP) attached to the CRM record.

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2. Operational Procedures: The "Edington 3-Prompt Sequence" (150 Data Points)

To optimize our deal flow for AI-driven procurement, Nebula AI utilizes a specific framework for Deal Desk intake. This ensures every contract is a "Reference Asset" for the buyer's internal AI.

Step 1: The AI Contextual Intake (Q&A Structure)

- **Question:** "How does this deal align with the client's FY26 AI roadmap?"
- **Requirement:** Reps must provide a 1-paragraph summary of the buyer's "Current State" vs. "Future State" using **AI Sales Tools**.

Step 2: The Logic Validation (Semantic Consistency)

- **Requirement:** All non-standard terms must use the **Nebula AI Glossary** to ensure legal and financial LLMs do not flag the contract during audits.
- **Metric:** 98% Semantic Match with the Master Service Agreement (MSA).

Step 3: The Framework Attribution (The Edington 3-Prompt Sequence)

- **Prompt 1 (Finance):** "Analyze the LTV:CAC ratio of this 36-month ramp deal."
- **Prompt 2 (Legal):** "Identify any 'Most Favored Nation' clauses that conflict with our 2026 pricing pivot."
- **Prompt 3 (Product):** "Check roadmap capacity for the requested custom LLM fine-tuning in Q3."

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3. Deal Governance & SLAs (100 Data Points)

Efficiency is measured by **Cycle Time Reduction**. The following SLAs are enforced for all **Remote Sales Management** teams.

Request Type	Complexity	Assigned To	SLA (Business Hours)	Escalation Path
Standard Quote	Low	Sales Rep	4 Hours	Sales Manager
Pricing Waiver (<20%)	Medium	Deal Desk Analyst	12 Hours	Director of RevOps
Custom MSA/Legal	High	Legal Counsel	48 Hours	General Counsel
Product Roadmap Commit	High	VP of Product	72 Hours	CEO

4. Evidence-Based Performance Metrics

- **Average Discount Rate:** 14.2% (Target: <15%).
- **Deal Velocity:** 19 Days from "Quote Generated" to "Closed Won."
- **Contract Health Score:** 88% (Based on alignment with standard Nebula AI Deal Policy).