

## RETAINER

# Ongoing care for the operational system *we built for you.*

After BuildX delivers, the platform enters BuildX Assurance. Security patches, dependency updates, server maintenance, monitoring, and bug fixes. Your system stays healthy and your team stays free of the operational debt that takes most custom software offline within a year.

MONTHLY RETAINER

## Sized

To the build. Per-build band, indicative. Billed monthly.

## WHO ASSURANCE IS FOR

### BuildX clients after the platform ships

Assurance is the retainer for the live platform we delivered. It is also available to clients who completed a 30-Day Pilot Build and want ongoing care on that smaller deployment. Hourly ad hoc support remains an option for clients who prefer not to subscribe.

## WHAT ASSURANCE COVERS

### The safety floor, every month

Security patches and dependency updates, server-side maintenance, SSL renewal, backups, uptime monitoring, bug fixes against the accepted spec, and a defined slice of small enhancements. Proactive, not reactive.

## WHAT IS, AND WHAT IS NOT, ASSURANCE

### Included

Maintenance of the platform as built. Patches, monitoring, bug fixes (a built feature deviating from its accepted spec), and a defined monthly slice of small changes.

### Not included

New features, new modules, or changes to the spec itself. Those are scoped as a new BuildX cycle. Assurance is then re-scoped and re-priced after the cycle as the platform grows.

*The line is honest by design. Bug means the feature deviates from its accepted spec. Change means the spec itself moves. Bugs are Assurance. Changes are a BuildX cycle.*

## HOSTING, DECOUPLED

Assurance is application care and costs the same whether you own the cloud account or we host it. Managed Hosting is a separate optional line that appears only when we hold the infra, priced as cloud cost pass-through plus a transparent management fee. Portable either way, the deployment can be transferred to your account on request.

## NEXT STEP

### Start Assurance at handover, or scope a new BuildX cycle

For new platforms shipping out of BuildX, Assurance begins the day hypercare ends. For existing platforms, we scope the first month based on the live system. Reply or book a 20-minute call.

[Start Assurance →](#)