

Red Pepper Success Packages

Ongoing Support Options for Qualtrics XM | 2023

Which Success Package is right for your organization?

Ad hoc Hours

Ad hoc hours are designed for projects lasting 4-8 weeks

Office Hours

Gives you essential monthly support. **We recommend Office Hours to all clients**

Retainer Level 1

If you need between 20 and 99 hours this year, lock in a great rate with a Retainer

Retainer Level 2

We offer a significant discount for Retainers between 100 and 310 hours

Program Manager

Staff aug with serious Qualtrics experience and expertise (310+ hours / 15%+ FTE)

Ad hoc Hours

hours for short project or wrap-up support

Minimum Purchase	4+ hours
What am I purchasing?	Additional hours you can purchase to complete a project or address an urgent need (designed for projects lasting 4-8 weeks; does not include annual program review)
What can I use it for?	XM program strategy and advisory; Additional Qualtrics implementation, customization, and build-out; Custom engineering services
Who do I work with?	Best available Red Pepper Tech Consultant; Matching with your preferred Tech Consultant cannot be guaranteed As needed, your consultants will pull in expertise from our entire team of Certified Qualtrics Experts, XM Scientists, and Custom Engineers
Cadence	Determined by contract; A typical upper limit on number of hours utilized is 6 hours per week
Expiration	4 hours expire in 4 weeks; 8 hours expire in 8 weeks, etc.
Roll-Over	No
Auto-Renew	No
Rates	
Implementation Rate	\$200 / hour
Engineering Rate	\$250 / hour
Advisory Rate	\$300 / hour

Office Hours**Recommended monthly support for your CX or EX team**

Minimum Purchase	Annual Agreement
What am I purchasing?	A guaranteed 2 hours every month with your preferred Tech Consultant
	Includes updates on new features as part of the monthly agenda
What can I use it for?	In-session advisory, direct assistance working in your Qualtrics account, screenshare technical support, and additional platform training
Who do I work with?	You keep your preferred Red Pepper Tech Consultant
	As needed, your consultants will pull in expertise from our entire team of Certified Qualtrics Experts, XM Scientists, and Custom Engineers
Cadence	Cadence is fixed at 2 hours per month
Expiration	NA
Roll-Over	NA
Auto-Renew	Yes
Rates	
Combined Rate	\$150 / hour (\$3,600 annually)

Retainer Level 1

Retainer for less than 100 hours (annually)

Minimum Purchase	Annual Agreement for between 20 - 99 hours (spread out over the year)
What am I purchasing?	Constantly available hours from your preferred Tech Consultant. Our highest value and most flexible package.
	Includes a complimentary Strategic Annual Review of your XM program by our Advisory Team
What can I use it for?	XM program strategy and advisory; Additional Qualtrics implementation, customization, and build-out; Custom engineering services
Who do I work with?	You keep your preferred Red Pepper Tech Consultant
	As needed, your consultants will pull in expertise from our entire team of Certified Qualtrics Experts, XM Scientists, and Custom Engineers
Cadence	Hours can be utilized at a cadence of up to 6 hours per week (max 15% of your Tech Consultant's time)
Expiration	Hours expire at annual term except for roll-over
Roll-Over	You may roll-over up to 10% of the contract amount
Auto-Renew	Yes
Rates	
Implementation utilized at	\$175 / hour
Engineering utilized at	\$200 / hour
Advisory utilized at	\$275 / hour

Retainer Level 2

Retainer for more than 100 hours (annually)

Minimum Purchase	Annual Agreement for between 100 - 310 hours (spread out over the year)
What am I purchasing?	Constantly available hours from your preferred Tech Consultant. Our highest value and most flexible package.
	Includes a complimentary Strategic Annual Review of your XM program by our Advisory Team
What can I use it for?	XM program strategy and advisory; Additional Qualtrics implementation, customization, and build-out; Custom engineering services
Who do I work with?	You keep your preferred Red Pepper Tech Consultant
	As needed, your consultants will pull in expertise from our entire team of Certified Qualtrics Experts, XM Scientists, and Custom Engineers
Cadence	Hours can be utilized at a cadence of up to 6 hours per week (max 15% of your Tech Consultant's time)
Expiration	Hours expire at annual term except for roll-over
Roll-Over	You may roll-over up to 10% of the contract amount
Auto-Renew	Yes
Rates	
Implementation utilized at	\$150 / hour
Engineering utilized at	\$175 / hour
Advisory utilized at	\$250 / hour

Program Manager

Extending your team with a Red Pepper Program Manager

Minimum Purchase	Annual Agreement for between 310 - 2,000 hours (spread out over the year)
What am I purchasing?	A dedicated Program Manager, as percentage of FTE (from 15% to 100%)
	Includes a complimentary Strategic Annual Review of your XM program by our Advisory Team
What can I use it for?	XM program strategy and advisory; Additional Qualtrics implementation, customization, and build-out; Custom engineering services
Who do I work with?	You keep your preferred Red Pepper Tech Consultant , acting as a brand admin on your Qualtrics account
	As needed, your consultants will pull in expertise from our entire team of Certified Qualtrics Experts, XM Scientists, and Custom Engineers
Cadence	Your Program Manager has a scheduled weekly number of hours, as if they were on your staff
Expiration	NA
Roll-Over	NA
Auto-Renew	NA
Rates	
Combined Rate	Rate and discount determined by contract

Qualtrics + Red Pepper Software: Success Packages

Thank you!



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Connect with us on Slack: [#ext-redpepper-qualtrics](#)