Pricing for extended services provided by Staffcloud Support

Status 01/2023

Services are charged per quarter hour or part thereof.

We will be happy to provide you with an estimate of the required time prior to commitment.

Complex configurations [1]	If > 15 min time required	USD/EUR 180 per hr.
Staffcloud – training for planners	Online for 1-2 people | on site plus travel expenses	USD/EUR 180 per hr.
Staffcloud – training for planners	Online for 3-4 people | on site plus travel expenses	USD/EUR 300 per hr.
Consulting services[2]	Online, or on site plus travel expenses	USD/EUR 180 per hr.
Data import	Depending on the quality and amount of the data provided, the duration may vary.	USD/EUR 250 per hr.
Recovery of accidentally deleted data or projects/events		USD/EUR 250 per hr.
Support for API issues[3]		USD/EUR 250 per hr.
Externally caused bug fixes[4]		Starting from USD/EUR 180 per hr.

[1] e.g. configuration of data fields, forms, exports and wage types/wage profiles

[2] we are happy to advise you regarding process optimisation, recruiting and change management

[4] Bug fixes which are caused, for example, by improper handling, insufficiently trained planners or external service providers in Staffcloud and which cannot be assigned to any other price categories listed

In the event of non-compliance with agreed appointments (no shows) by the customer, one hour's expenditure will be charged at a flat rate.