

Managed System Care

\$2,500–\$8,000/month RECURRING SERVICE

Keep approved sources, rules, and workflow behavior under active review as the system changes.

BEST FIT

Teams running a PD Insights system, or a compatible existing system that has passed an agreed onboarding assessment.

A working application can drift when a price file changes format, a model changes behavior, or the business adds a new rule. Managed care gives those changes an owner and a repeatable process for review, testing, and release.

— What you receive

Named system coverage

Record the applications, environments, sources, and operating responsibilities included in the service.

Source and rule maintenance

Refresh approved content and rules on the agreed schedule, with checks before changed information reaches users.

Workflow and issue review

Review defined usage, errors, exceptions, and source freshness; route issues to the responsible owner.

Controlled updates

Test model, tool, prompt, and smaller workflow changes against accepted examples before release.

Managed change queue

Prioritize the agreed improvement allowance and provide service reviews, release records, and updated operating notes.

— A focused starting scope

The care agreement names the systems covered, update cadence, support hours, response targets, and monthly change allowance. Scope determines the monthly fee; additional systems or material feature work require an agreed change.

— Delivery

01

Baseline the system

Confirm source ownership, access, documentation, tests, known issues, and the release process.

02

Run agreed checks

Review the defined operating signals and handle approved source or rule changes.

03

Prioritize and release

Work the change queue within its allowance and review results with the system owner.

— What we need from you

A system owner, authorized operating access, source owners, the current source and rule register, deployment documentation, issue history, and acceptance examples.

— How we confirm it's ready

Scheduled checks and updates are recorded, issues have an owner and disposition, releases carry validation evidence, and the client can see change-allowance use and remaining work.

— Scope boundaries

Care is bounded by the named systems and service terms. It does not include unlimited development, a new application, round-the-clock support, or third-party uptime guarantees unless separately contracted. Platform and usage fees remain separate.

— Investment and options

System count and criticality, refresh frequency, integration complexity, operating coverage, and change capacity determine the monthly fee.

For the AI Revenue Operations Program bundle, broader ongoing operation is planned separately at \$5,000–\$12,000/month. That is a distinct scope, not an additional care charge for the same covered work.

Planning ranges in USD; scope and fees are confirmed in a written proposal. Assessment, implementation, and ongoing care are priced separately unless combined. Third-party software, model usage, hosting, data feeds, travel, and applicable taxes are additional unless included.

Start with a fit call

Bring the system and the changes it needs to keep up with. I'll define a care plan with clear operating limits.

Pete Dunn · Principal, PD Insights · pete@pdinsights.ai · 786.999.9127

[Book a 30-minute call](#)[Start the 2-minute fit check](#)[View case studies](#)