

Extedo Support Model

For Approval | March 2026

What We're Proposing

BINC IT will provide structured IT support to Extedo's 5 US based remote employees. This follows the same shared services model currently used for BHI and Versidi. Extedo would be added under this existing structure.

How the Cost Works

Finance has confirmed the chargeback model. BINC IT's annual budget is approximately \$217k (approximately \$18k per month). This cost is allocated across supported business units based on each unit's share of total headcount.

With Extedo at 5 employees and total supported headcount at approximately 63, Extedo's estimated monthly allocation would be approximately \$1,325. This amount adjusts proportionally with headcount changes. No additional budget is required.

What's Included

- Laptop procurement, imaging, and setup
- Shipping and logistics coordination
- Remote onboarding and offboarding
- Device wipe and asset tracking
- Light administrative support where applicable

What's Not Included

- Firewall or network ownership
- Security monitoring
- 24/7 support
- Onsite support
- Any requests outside this scope would require separate alignment

Capacity and Scope Assumptions

This model is based on Extedo's current US headcount of 5 employees. Any material increase in supported users or expansion of scope would trigger a review of capacity, service levels, and allocation.

Where Things Stand

No commitments have been made to Extedo and no work has started. This approval is required before proceeding.

Risks Being Managed

Scope is clearly defined to prevent informal expansion. Service delivery will follow a structured intake and tracking process consistent with current support models.

Approval Requested

Approval to proceed with Extedo support under this structure, using Finance's allocation model as the chargeback mechanism.

Upon approval, I will formalize the scope with Extedo and begin onboarding under this framework.