Prime Formation GmbH – Service Offering

Welcome to Prime Formation GmbH - where the **Impossible** meets **Expertise**.

Why us?

- decades of expertise in developing, optimizing, and securing web applications in high-risk and high-traffic verticals
- a battle-tested track of assisting the world's largest platforms and operators in **mission-critical situations**
- a **technical** mindset with a strong focus on business **ROI**
- deep **expertise** in Cloudflare Enterprise **products**, features and **pricing structures** (we are an **official Cloudflare** reseller)

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One-Time Services

We provide a range of one-time services to save your team's time on research and ensure expert-driven solutions. Our specialists, with hands-on field experience, deliver proven best practices to address your challenges efficiently.

Save Time – Gain Expert Insights – Maximize Performance.

Cloudflare Enterprise hands-on onboardings and migrations

Our fixed-price Cloudflare Enterprise services ensure optimal onboarding and configuration, maximizing the technical capabilities of Cloudflare products.

These services ensure that:

- your websites use all available features with accordance to your business goals
- migration to Enterprise products is done in the shortest time with maximum benefits
- your websites are ready to overcome attacks and abuse
- your websites perform well in regions with poor Internet connection

Cloudflare L7 Enterprise Services (hands-on)	Price	Description
Website onboarding	5,000 EUR* *Free for Prime Formation GmbH Enterprise Customers*	We'll conduct the qualification of your expectations, purchased products, onboarding steps and stages, and then we'll action on them. Supported products: DNS, CDN, DDoS, WAF, Bot Management, Rate Limiting, Load Balancing, Health Checks, Notifications, etc.
SSL for SaaS (+BYOIP) Setup and Migration	5,000 EUR* *Free for Prime Formation GmbH Enterprise Customers*	We'll explain the new setup, qualify with you onboarding steps and stages, and then we'll action on them. Supported products: DNS, DNS-Only, SSL for SaaS, BYOIP, etc.
Essential Security Configuration	4,000 EUR*	We'll qualify your expectations, review available services and their configuration, and then we'll provide a report for possible improvements. After your review and approval, we'll action on them. Supported products: DNS, DDoS, WAF, Bot Management, Rate Limiting, Integrity Checks, Load Balancing, etc.

Essential Performance Configuration	4,000 EUR*	We'll qualify your expectations, review available services and their configuration, and then we'll provide a report for possible improvements. After your review approval, we'll action on them. Supported products: DNS, CDN, Argo, Caching, Cache Reserve, Tiered Cache, Load Balancing, etc.
Strategic Security Implementation	15,000 EUR*	We'll conduct a deep dive into your business goals and challenges. Then we'll do comprehensive assessment of your infrastructure, endpoints, user-flows and analytics to incrementally provide battle-tested strategic security configuration. This service implies multiple engagements to ensure you've got what you need.
Advanced Performance Tuning	15,000 EUR*	We'll qualify business-critical functionality and their bottlenecks. Then we'll conduct throughout assessment of content and data delivery including static and dynamic requests. That includes inspection of current configuration on the edge and on the origin to ensure nothing is missing. All possible improvements will be reported to you to review and decide what can be implemented now. This service implies multiple engagements to ensure you've got what you need.
* - prices are per ENT zone per 3 billion monthly requests		

Cloudflare Technical Account Review

For businesses needing expert validation of their Cloudflare setup, we assess configurations for correctness, security, and performance optimization. These services also include preliminary assessment of products and features which aren't yet available on your current plan.

These services are good to:

- ensure your configuration is correct and nothing missing
- understand possible improvements and their ROI

Cloudflare Tech Account Review	**Price**	**Description**
1 enterprise domain	8,000 EUR*	We'll have a meeting with you and your team to understand your challenges and goals. Afterwards, we'll review available products, their configuration

		and provide you a report with action items to enhance security and performance. This service doesn't include hands-on support. Supported products: all.
2-5 enterprise domains	7,200 EUR*	The same as above.
6-10 enterprise domains	6,400 EUR*	The same as above.

* - prices are per zone per 3 billion monthly requests

Cloudflare L7 Self-Serve Tech Account Review	**Price**	**Description**
1 free / pro / biz domain	6,000 EUR*	We'll have a meeting with you and your team to understand your challenges and goals. Afterwards, we'll review available products, their configuration and provide you a report with action items to enhance security and performance. This service doesn't include hands-on support. Supported products: all.
2-5 free / pro / biz domains	5,700 EUR*	The same as above.
6-10 free / pro / biz domains	5,400 EUR*	The same as above.

* - prices are per zone per 3 billion monthly requests

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Ongoing Support Packages

We offer flexible hourly packages for ongoing tech support and consulting.

- Expert-led ongoing support is essential for businesses of all sizes. We strive to make our expertise accessible to both startups and industry leaders with cost-effective offering.
- Each package includes regular sync meetings with your team to stay aligned with your goals and keep you informed about the latest solutions and possible enhancements.
- Even without regular syncs, we dedicate the necessary time and expertise to proactively manage your setup, ensuring continuous security and performance without added effort on your part.

Essential is Free for Prime Formation GmbH Enterprise Customers, and 10% discount on other packages.

	Essential	Basic	Standard	Premium
Q&A emails	yes	yes	yes	yes
Q&A meetings	yes	yes	yes	yes
Account review	yes	yes	yes	yes
Security tuning	no	yes	yes	yes
Performance tuning	no	yes	yes	yes
Edge Compute tuning	no	no	yes	yes
Monitoring / Alerting	no	no	no	yes
Max hours per month	2	4	8	16
Max hours per week	1	1	4	32
Hours rollover	no	25% (1 hours max)	50% (4 hours max)	100% (16 hours max)
Immediate response	no	If available	If available	yes
1 month	unsupported	4,000 EUR per month	8,000 EUR per month	16,000 EUR per month
6 months commitment	unsupported	3,600 EUR per month	7,200 EUR per month	14,400 EUR per month
12 months commitment	2,000 EUR per month	3,060 EUR per month	6,120 EUR per month	12,240 EUR per month

Flexible Expert Assistance

If you need something special and other services don't fit well, then you can rely on our flexible expert assistance for questions, challenges, and project-based solutions - including hands-on support. It's ideal for businesses needing precise issue resolution without committing to ongoing support.

Hours can be spent on:

- one or many meetings with and without agenda
- understanding of your contract, products, their cost and how to optimize that
- assistance with contract caps calculation
- verbal and/or hands-on assistance
- solution design and/or implementation
- issue solving (bogus abuse reporting, fake registrations, multi-accounting, etc)
- project management
- edge code development and deployment
- you name it

Flexible Expert Assistance	**Price**	**Description**
1-Hour Expert Assistance	1,200 EUR	A remote meeting with flexible agenda to discuss your challenges, needs and possible solutions including hands-on support (over phone, teams, zoom, google, etc.). Doesn't support immediate emergency and can be extended to as many hours as needed.
1-Day Expert Assistance	8,640 EUR	A remote meeting with flexible agenda to discuss your challenges, needs and possible solutions including hands-on support (over phone, teams, zoom, google, etc.). Doesn't support immediate emergency.

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Emergency Support Services / Incident Response & Mitigation

In **critical situations**, our emergency services provide **rapid** intervention to **restore** operations and reinforce security with minimal downtime:

- Immediate DDoS mitigation (DNS / HTTP / HTTPs / TCP / UDP)
- Immediate low DoS mitigation (HTTP / HTTPs / Web Sockets)
- Restore operations during peak events due to high organic overload
- Prevention of Fraudulent Traffic or Bot Attacks on business-critical endpoints
- Emergency Support for Configurations (CDN / WAF / LB / EDGE)

Book here: https://cal.com/prime-formation/emergency

Contact data is in Contact Us.

Emergency Support	Price	Description
First 4 hours Expert Assistance	1,600 EUR per hour	Immediate response online with hands-on support
Next hour Expert Assistance	1,200 EUR per hour	Immediate response online with hands-on support

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Contact Us

To discuss your needs **free of charge** and to learn more about how we can help,
feel free to reach out to us:

Book a meeting: https://cal.com/prime-formation

Email: c-sp@pr-f.com
Telegram: @prime_formation
WhatsApp: +49 152 223 47 329
Phone: +49 89 200 45 800
Fax: +49 89 200 45 689
LinkedIn: Prime Formation GmbH
Website: prime-formation.com