

Resortments Platform Decision One-Pager

Redline summary + Off-the-Shelf (OTS) cost reality check | Prepared for Russ | 2026-04-17

1) ACCEPT (as-is)

- Phase-gated structure with UAT sign-off before moving forward.
- Single governance model across 8 divisions (named owners, clear decision rights).
- Risk register discipline (owner, mitigation, review cadence).
- Unified data model + integration-first architecture to avoid tool sprawl.
- Retention holdback concept to enforce post-go-live quality.

2) NEGOTIATE (before signature)

- Timeline realism: require critical-path schedule with explicit contingency buffer.
- Backlog scope boundaries: lock P0/P1 vs P2 and strict change-order mechanics.
- Payment triggers: objective acceptance criteria, not subjective completion language.
- Integration ownership: responsibility for QuickBooks/DocuSign/ADP/RealPage failures.
- Data migration scope and data quality thresholds with remediation accountability.
- Support SLAs (uptime, severity response, bug-fix windows, escalation matrix).

3) LOCK IN CONTRACT LANGUAGE (non-negotiable)

- No payment without signed UAT acceptance from named owner(s).
- IP ownership: all custom code, schemas, docs, and configs assigned to Resortments.
- Repository control and source-code escrow / handoff rights.
- Termination + transition assistance with defined fee caps and handoff timeline.
- Data ownership and export rights in usable format at any time.
- Performance remedies for missed milestones/SLAs (service credits, withhold rights).

4) Off-the-Shelf (OTS) Cost Reality Check (equivalent outcome target)

Licenses/SaaS (5-year)	\$0.8M – \$2.2M
Implementation + integrations	\$0.9M – \$2.5M
Add-ons/consultants/rework	\$0.6M – \$1.8M
Likely 5-year TCO total	\$2.3M – \$6.5M
Practical planning midpoint	\$3.5M – \$4.8M

Executive takeaway: Off-the-shelf can look cheaper in year 1, but equivalent multi-division capability usually costs more over 5 years once integration, customization, and operational friction are included.

Assumptions: 8-division unified workflow, enterprise controls, mobile field operations, and full integration scope.