

The three-pile audit

1	Standard product Features applying natively to all customers, zero bespoke configuration
2	Single-customer bespoke Code written for the workflow, integration or onboarding of exactly one customer
3	Break-fix and technical debt Remediation required to keep the platform stable

Pile 1: ____ tickets ____ %	Pile 2: ____ tickets ____ %	Pile 3: ____ tickets ____ %
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Re-In-Essence · The three-pile audit · from Closing the Delivery Discount, Exhibit 10 www.rein essence.tech