

# HubSpot Implementation & Managed Services

Experience, Expertise & Retainer Engagement Overview

ElaceMind, LLC · Certified HubSpot Gold Solutions Partner · Updated July 2026

ElaceMind is a Certified HubSpot Gold Solutions Partner delivering fixed-scope HubSpot implementations for B2B companies, not vague consulting. We work primarily with manufacturing, B2B SaaS, and professional services businesses of 20 to 200 employees, though our client list also spans home services, fintech, energy, hospitality technology, and immigration services. Every engagement is system-driven, not task-driven, built to turn HubSpot into a source of predictable recurring revenue rather than a tool your team fights with.

## WHAT WE DO

- **HubSpot Implementation & Onboarding:** New portal setup, configuration, and rollout for teams starting fresh or replacing another CRM.
- **CRM Migration:** Clean migration from spreadsheets, legacy CRMs, or other platforms into HubSpot without losing historical data.
- **Managed Services Retainer:** Ongoing admin, automation, and single-point-of-contact support. Details below.
- **CMS & Conversion Projects:** Website pages, landing pages, and conversion-focused builds inside HubSpot CMS.
- **HubSpot Audit:** A fixed-fee, focused starting point for teams unsure where their portal stands today.

## THE MANAGED SERVICES RETAINER - Full Ownership of HubSpot Management | Fractional Team

For ongoing support, ElanceMind runs on a credit-based retainer. It's outcome-led, not hour-led: every request is scoped and quoted in credits before work begins, so there's no hourly billing guesswork.

|                 | Pro Retainer                                                  | Premium Retainer                                                                 | Elite RevOps Retainer                                                            |
|-----------------|---------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Investment      | \$1,500 / mo                                                  | \$2,500 / mo                                                                     | \$4,500 / mo                                                                     |
| Monthly Credits | 15 Credits                                                    | 30 Credits                                                                       | 60 Credits                                                                       |
| Best For        | Smaller teams needing regular cleanup and light optimization. | Growing teams needing cross-functional support across sales, marketing, and CRM. | Teams needing high-volume workflow, admin, and near-full-time HubSpot ownership. |

## WHAT YOUR CREDITS COVER

Credits scale with the size of the request, so small fixes and larger builds are both accounted for fairly.

- **Simple tweaks (1 credit):** Property updates, filtered list exports, pipeline stage adjustments, record view/data card changes, user management.
- **Standard builds (3 credits):** New forms, a basic workflow, a standard integration, a sales or ticket pipeline, an email template.
- **Advanced assets (5 credits):** Multi-step nurture workflows, custom dashboards, landing pages with lead capture, contact list cleanup and import, knowledge base sections.

## HOW IT WORKS

Every request follows the same repeatable process, so delivery stays system-driven, not task-driven, and nothing depends on one person's memory or availability.

1. You submit requests through a dedicated client portal instead of scattered email threads.
2. We review the request and confirm the credit cost before any work begins.
3. Our HubSpot team executes the approved build, update, or fix inside your portal.
4. Completed work passes internal QA before it's marked done.
5. As the month continues, we work through your queue and flag optimization opportunities, not just fixes.

## THE CREDIT MODEL, IN BRIEF

- Credits reset each month based on your plan's reserved capacity, so planning stays predictable.
- You can upgrade or downgrade your plan at any time as your needs change.
- Work beyond your monthly allotment is scoped and agreed as overage before it happens, never billed as a surprise.
- Specific rollover and cancellation terms are confirmed in your engagement agreement.

## WHAT'S NOT INCLUDED

The retainer covers ongoing HubSpot administration, configuration, workflows, reporting, and support scoped through credits. Larger one-time initiatives, such as full CRM migrations, complete website rebuilds, or custom-coded app development, sit outside the retainer and are scoped separately as fixed-price projects. We'll flag anything that crosses that line before it's approved, so scope and cost stay predictable.

## WHY ELANCEMIND

ElanceMind is a Certified HubSpot Gold Solutions Partner built around one principle: system-driven, not task-driven delivery.

- Top Rated on Upwork with a 100% Job Success Score across 150+ completed HubSpot engagements.
- Nearly \$500K in HubSpot project work delivered through Freelance Market Places (Upwork, Fiverr, Guru, PeoplePerHour) alone.
- Listed in the official HubSpot Solutions Directory as a Certified HubSpot Solution Partner.
- A coordinated delivery team behind every request, not a single freelancer juggling too many clients at once.

## OUR RECENT CLIENTS

A cross-section of the businesses we've built and maintained HubSpot systems for, spanning home services, fintech, energy, B2B SaaS, hospitality tech, and more.

|                                                                                                        |                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Harry's Home Comfort</b><br><a href="http://harryshome.ca">harryshome.ca</a>                        | Ottawa-based HVAC and home comfort contractor offering heating, cooling, water heating, insulation, and solar installation across Eastern Ontario and the GTA.                    |
| <b>HomeLife Mortgage</b><br><a href="http://homelifemtg.com">homelifemtg.com</a>                       | Non-QM mortgage lender specializing in Bank Statement and DSCR loan programs for self-employed borrowers and real estate investors, with over \$4 billion funded since 1990.      |
| <b>TGUC Financial</b><br><a href="http://tgucfinancial.com">tgucfinancial.com</a>                      | Home improvement financing platform connecting homeowners with vetted contractors, and providing point-of-sale customer financing to a network of 20,000+ contractors nationwide. |
| <b>MCS Rental Software</b><br><a href="http://www.mcsrentalsoftware.com">www.mcsrentalsoftware.com</a> | UK-based, AI-enabled equipment rental management software serving construction, event, and industrial hire businesses across 35+ countries.                                       |
| <b>Managed Generator Services</b><br><a href="http://managedgenerator.com">managedgenerator.com</a>    | East Coast commercial generator maintenance, repair, and 24/7 remote monitoring provider managing 1,200+ backup power units for institutional and municipal clients.              |
| <b>eb3.work</b><br><a href="http://eb3.work">eb3.work</a>                                              | Immigration services platform helping U.S. employers sponsor EB-3 Green Card workers for entry-level roles, backed by an in-house immigration attorney team.                      |
| <b>Marn</b><br><a href="http://marn.com">marn.com</a>                                                  | Saudi Arabia-based cloud point-of-sale platform for restaurants, cafes, and retail, built for tax-authority-compliant e-invoicing and integrated payments.                        |
| <b>Pacific Coast Renovations</b><br><a href="http://pacificcoastnw.com">pacificcoastnw.com</a>         | General contractor in Washington's Pierce County delivering kitchen, bathroom, and full home remodels, plus new residential construction.                                         |

## SEE THE PROOF

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- **Upwork profile:** <https://www.upwork.com/freelancers/hubspotcrmexpert>
- **LinkedIn:** <https://www.linkedin.com/in/muhammad-elancemind/>
- **HubSpot Solutions Directory:** <https://ecosystem.hubspot.com/marketplace/solutions/elancemind>
- **Portfolio, testimonials, HubSpot Certifications, and case studies:** <https://elancemind.com/our-portfolio/>
- **Retainer overview:** <https://elancemind.com/hubspot-management/>
- **How the credit system works (detailed guide):**  
<https://drive.google.com/file/d/1eStu8iry8I8DRyvnmy-bldAocU8jAk7c/view?usp=sharing>

## READY TO TALK?

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If you'd like to discuss your HubSpot needs, or figure out which retainer tier fits your team, get in touch and we'll walk through it together.

- **Email:** [asghar@elancemind.com](mailto:asghar@elancemind.com)
- **Phone:** +1 (925) 966-4075
- **Book a Strategy Call:** <https://meetings-na2.hubspot.com/elancemind/projectsync>
- **Slack:** <https://elancemind.slack.com/team/U04L9HJ7S15>