

## SUPEROFFICE CRM (G9)

### ONSITE SUBSCRIPTION PRICE PLAN (Short name: Onsite subscr.)

EFFECTIVE OCTOBER 1, 2021 – available for new and existing customers

PRICES IN GBP – All prices are based on annual billing.

#### SuperOffice CRM user licenses

##### User plans

Product name	Description	Price/user per month
Standard CRM user plan	Contacts, Calendar, Email, Mobile CRM, Segmentation, Reporting, Document Management, Project management and Mailings.	37,04
Sales user plan	Includes Standard CRM feature set plus Forecasting, Pipeline management and Quote Management.	45,48
Marketing user plan	Includes Standard CRM feature set plus Marketing Campaign management, Campaign tracking and Email templates.	45,48
Service user plan	Includes Standard CRM feature set plus Tickets, Prioritizing, Escalation, Social integration and Knowledge base.	45,48
Complete user plan	Includes Standard CRM feature set plus Sales, Marketing and Service feature sets.	54,95

##### User modules

Product name	Description	Price/user per month <small>(annual payment)</small>
Analyze User*	User license for SuperOffice Analyze. <i>Requires Analyze Platform</i>	20,48
Analyze Designer*	License to design or edit your own dashboards based on visualization templates. <i>Requires Analyze Platform</i>	53,92
Analyze Developer*	License to develop or make alterations in the data central and your own visualizations. <i>Requires Analyze Platform</i>	81,09
Google Synchronizer**	Synchronize your appointments, contacts and tasks instantly between SuperOffice and Google. Both your calendars will always contain the exact same data on any computer, tablet or mobile phone you are using. It is fully compatible with G Suite and Gmail.	3,24
Exchange Synchronizer**	Real-time calendar synchronization between your SuperOffice calendar and Outlook or regular Gmail account. Includes support for Office 365, hosted Exchange and Google services (requires a product upgrade).	3,24

\* This is a 3<sup>rd</sup> party product from Business Analyze AS. The standard SuperOffice onsite subscription agreement applies.

\*\* This is a 3<sup>rd</sup> party product from InfoBridge Software B.V. The standard SuperOffice onsite subscription agreement applies.

## SuperOffice CRM site licenses

Product name	Description	Type of license	Price/site per month (annual payment)
Analyze Platform*	A Web-based reporting and dashboard solution with a set of pre-defined views. Supports reporting on the SuperOffice CRM data source, including user-defined fields. <i>Requires Analyze user licenses.</i>	System wide license	150,03
Analyze Platform additional data sources*	Use the Analyze Platform to read from unlimited number of data sources in addition to SuperOffice CRM.	System wide license	101,46

*License types:*

*-System wide license: One license is required per location.*

*\* This is a 3<sup>rd</sup> party product from Business Analyze AS. The standard SuperOffice onsite subscription agreement applies.*

Product name	Description	Price per month / Total users 1-50	Price per month / Total users 51-150	Price per month / Total users 151-250	Price per month / Total users 251-500	Price per month / Total users 501 +.
Forms	A customer facing application to design and publish web forms.  Data captured via forms is automatically stored in the CRM database.	161,81	324,14	576,24	945,39	1.296,54
Chat	A customer facing app that enables teams to add a chat widget to any website and manage multiple concurrent chat conversations*.  The number of chat channels is unlimited. Chat agents may be from the Sales, Marketing, Service or Complete user plan*.  Data captured via chat is automatically stored in the CRM database.	121,42	242,84	432,18	710,01	969,32
Customer Engagement Platform**	The ability to interact and engage with your customers via many different digital channels and touchpoints.  The platform includes a customer center and customer portal framework with external user identity management, a multi-language system and the ability for ticket registration, FAQ, status and communication.  Customer Engagement Platform also includes the customer facing apps for Forms and Chat* at no extra cost.	404,65	809,82	1.438,54	2.361,56	3.235,18

*\* Require the use of SuperOffice CRM version 9.2 or newer.*

*\*\* Additional customer facing apps may be added using Expander Services tools, which would require an active subscription to Expander Services.*

## SuperOffice online services

### Services

Product name	Description	Price/site per month
Expander Services	SuperOffice Web Services APIs, CRMScripting, customizing tools for Service and Developer Community access. Subscription per company.	54,95

### Additional information

#### Onsite subscription agreement

All products, except databases, are delivered under the SuperOffice Onsite Subscription agreement that includes software service releases, new version releases and access to web-based support FAQs. All prices in this price list are based on annual payment. For more frequent payments, please contact us. See the Onsite Subscription Agreement for details.

#### Support

Support is included. Support requests are submitted via the support registration form available in the Help menu inside the application, or to our Support center in the SuperOffice Community ([community.superoffice.com](http://community.superoffice.com)). The Customer is granted free access to the community including our resource center, Learn-the-Essentials user guides, help files and "How-to-videos". See the SuperOffice Onsite Subscription Agreement for further details.

#### Payment periods

The prices in this price list are based on annual payment, meaning 1 payment per year (12-month period). We also offer bi-annual (every 6 months), quarterly and monthly payment, at an additional fee.

#### VAT and price changes

All prices are excluding VAT. Prices and content are subject to change. Information on changes in prices is made according to the SuperOffice Onsite Subscription Agreement.