

# **Espo** Pricing Guide

A comprehensive overview of EspoCRM subscription plans, extensions, and professional services designed for growing businesses.

# Espo Core Platform Pricing

## £25 Full User License\*

Per user per month with complete platform access

## £13 View-Only License \*\*

Per user per month for read-only access

\* Pricing based on a 12-month commitment with a minimum of 5 users unless otherwise agreed. \*\* Based on a minimum of 5 full users being purchased

## What's Included in Your Subscription

### Core CRM

- **Dashboard** – Real-time KPIs and activity tracking
- **Leads** – Capture and qualify prospects
- **Contacts** – Centralized contact records
- **Accounts** – Organized customer accounts
- **Opportunities** – Sales pipeline and forecasting

### Activities

- **Calendar** – Shared scheduling
- **Communications** – Track calls, meetings, tasks, and emails
- **Task Management** – Activity assignment
- **Stream** – Team collaboration feed
- **Documents** – Central repository

### Customer Service

- **Cases** – Issue tracking and resolution
- **Knowledge Base** – Self-service articles

### Kanban & Google Maps

- **Kanban View** – Field configuration on each module
- **Location View** – Autocomplete via Google Maps

### Marketing Automation

- **Target Lists** – Segmented audiences
- **Campaigns** – Multi-channel execution
- **Documents** – Marketing asset library

### Automations & Analytics

- **Flowcharts** – Visualize business logic
- **Workflows** – Automate routine tasks
- **Processes** – Rules-based automation
- **Reports** – Custom dashboards and KPIs

### UK Technical Assurance

- **UK Tier 3 Data Centres** – Secure, compliant hosting
- **UK Support** – Local technical assistance

# Espo Premium Extensions

Expand your EspoCRM capabilities with these additional modules, priced per system per annum.

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| <br><b>Sales &amp; Purchasing</b><br><b>£4 per user per month</b> <ul style="list-style-type: none"><li>• Quotes and product management</li><li>• Sales orders and invoices</li><li>• Delivery and return orders</li><li>• Purchase orders and receipts</li><li>• Transfer orders and inventory management</li><li>• Multi-warehouse support</li></ul> | <br><b>Telephone VoIP</b><br><b>£5 per user per month</b> <ul style="list-style-type: none"><li>• Click-to-call functionality</li><li>• Call pop-ups and logging</li><li>• Compatible with 3CX, Twilio, Asterisk, enableVoice, Starface, Binotel, and iexPBX</li></ul> | <br><b>AI Integration</b><br><b>£5 per user per month (excluding 3rd party tokens)</b> <ul style="list-style-type: none"><li>• AI profile management</li><li>• Custom AI prompts</li><li>• Automated email drafting</li></ul> |
| <br><b>Project Management</b><br><b>£4 per user per month</b> <ul style="list-style-type: none"><li>• Project planning and monitoring</li><li>• Task assignment and tracking</li><li>• Milestone management</li></ul>                                                                                                                                | <br><b>Zoom Meetings</b><br><b>£2 per user per month</b> <ul style="list-style-type: none"><li>• Create and manage Zoom meetings</li><li>• Streamlined scheduling linked to records</li></ul>                                                                        | <br><b>Calendar Sync</b><br><b>£3 per user per month</b> <ul style="list-style-type: none"><li>• Bi-directional integration with Outlook and Google Calendar</li></ul>                                                      |

Pricing based on a 12-month commitment with a minimum of 5 users, with a 1-2-1 on full user count.

# Espo Professional Services

Our comprehensive service portfolio ensures your EspoCRM deployment is tailored, optimised, and continuously supported to drive business success.

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| <b>Consulting (Architect Design)</b><br>We collaborate closely with you to identify goals, map processes, and catalogue pain points. This thorough understanding allows us to determine the most suitable EspoCRM products and implementation strategies for your unique needs. | <b>Configuration (Build)</b><br>Our accredited experts configure and launch EspoCRM to exact specifications. We adapt the platform to meet unique organizational needs, improve business processes, and overcome obstacles identified during consultation.                  | <b>Customization (Core Code)</b><br>We create custom code to meet unique requirements, adapting EspoCRM to EspoCRM to align with specific business processes. This bespoke solution enhances efficiency and ensures seamless integration into your operations. |
| 04                                                                                                                                                                                                                                                                              | 05                                                                                                                                                                                                                                                                          | 06                                                                                                                                                                                                                                                             |
| <b>Data Migration (Alignment)</b><br>Our specialists ensure seamless data transition to EspoCRM using CloverETL. We meticulously plan and execute migration, maintaining data integrity and minimizing disruption to your operations.                                           | <b>Integration (Automation)</b><br>We integrate solutions using core code and APIs (REST, SOAP), along with enableFlow, ApacheAirflow, and middleware tools like Workato, Workato, Talend, Make, and Zapier. This enables integration with nearly any existing application. | <b>Training (Onboard)</b><br>We design training programs around your deployment and tailored systems, tailored systems, focusing on role-specific needs and hands-on experience. This ensures users quickly become proficient and maximize system benefits.    |
| 07                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                |
| <b>Support (Success)</b><br>Our industry-leading Success program supports your deployment from pre-launch through ongoing operations. This includes full account management and comprehensive guidance to maximize EspoCRM's value.                                             |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                |

# Espo Flexible Service Packages

Choose from our flexible banks of hours to support delivery and ongoing optimization of EspoCRM. These hours cover all services including requirements definition, system configuration, delivery management, user onboarding, and responsive assistance as your business needs evolve.



Starter

£1,950

15 hours

Perfect for small deployments and initial setup requirements.



MOST POPULAR

Small

£3,750

30 hours

Ideal for comprehensive configuration and user training.



Medium

£5,750

50 hours

Suited for customisations and light integrations.



Enterprise

£10,000

100 hours

Comprehensive support for large-scale deployments.

All pricing excludes UK VAT. These flexible hour banks provide a scalable and efficient approach without fixed scope commitment. Additional timebanks can be purchased if required.