



G-CLOUD 15 EPICOR ERP PRICING GUIDE

CONFIDENTIALITY

The following pricing guide has been prepared to provide information on G-Cloud 15 pricing.

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TABLE OF CONTENTS

INTRODUCTION TO G-CLOUD ERP PRICING GUIDE	4
G-CLOUD 15 SOLUTION	5
G-Cloud 15 Solution	5
11 concurrent users	6
21 concurrent users	7
31 concurrent users	8
SAAS SOLUTION OPTIONS	9
Software Provision Option	9
11 concurrent users	10
21 concurrent users	11
31 concurrent users	12
Payment Terms	13
IMPLEMENTATION	14
EPACCSYS SUPPORT	15

Introduction to G-Cloud ERP Pricing Guide

Epaccsys Pricing Guide

Epaccsys Limited is pleased to provide this pricing guide for the provision of software, implementation services and customer support for Epicor products. We are able to deliver a fully integrated solution built within a single business platform that enables organisations worldwide to conduct business without barriers today and empowers them for greater success, efficiency and productivity tomorrow. This function is provided in an easy to use and flexible secure online system available anytime, anywhere.

G-Cloud 15 Solution

G-Cloud 15 Solution

The solution may be provided as a Cloud offering for G-Cloud 15.

The following sections provide a number of illustrations of indicative pricing based upon module choices and numbers of users. We have initially provided indicative costings based upon 11, 21 and 31 users for a G-Cloud 15 offering.

Other user numbers and module choice variations are available and may be discussed to provide appropriate solutions to meet the individual requirements of each client.

11 concurrent users

The following table shows software pricing based on 11 concurrent users.

Module Name	License Type	Users	Price Per User Per Month	Total Price Per Month
General Ledger	Concurrent	11		
Accounts Payable	Concurrent	11		
Accounts Receivable	Concurrent	11		
Cash Management	Concurrent	11		
Advanced Allocations	Concurrent	11		
Multiple Currency	Concurrent	11		
Document Management	Concurrent	11		
Web Service	Site	1		
Business Process Manager	Site	1		
Epicor Everywhere	Concurrent	11		
Enterprise Search Standard	Concurrent	11		
Social Enterprise Standard	Concurrent	11		
Service Connect Standard	Concurrent	11		
Attachments for Sharepoint	Concurrent	11		
Data Management Tool	Site	1		
Information Worker	Concurrent	3		
Exec Dashboard	Concurrent	11		
TOTAL			£101.14	£1,112.54

As a part of the G-Cloud 15 solution, the system will be provided as a Cloud offering. Please note there is a one-time set up for this service of £1,100. Support will also need to be provided in addition to the software.

21 concurrent users

The following table shows software pricing based on 21 concurrent users.

Module Name	License Type	Users	Price Per User Per Month	Total Price Per Month
General Ledger	Concurrent	21		
Accounts Payable	Concurrent	21		
Accounts Receivable	Concurrent	21		
Cash Management	Concurrent	21		
Advanced Allocations	Concurrent	21		
Multiple Currency	Concurrent	21		
Document Management	Concurrent	21		
Web Service	Site	1		
Business Process Manager	Site	1		
Epicor Everywhere	Concurrent	21		
Enterprise Search Standard	Concurrent	21		
Social Enterprise Standard	Concurrent	21		
Service Connect Standard	Concurrent	21		
Attachments for Sharepoint	Concurrent	21		
Data Management Tool	Site	1		
Information Worker	Concurrent	6		
Exec Dashboard	Concurrent	21		
TOTAL			£81.88	£1,719.48

As a part of the G-Cloud 15 solution, the system will be provided as a Cloud offering. Please note there is a one-time set up for this service of £1,100. Support will also need to be provided in addition to the software.

31 concurrent users

The following table shows software pricing based on 31 concurrent users.

Module Name	License Type	Users	Price Per User Per Month	Total Price Per Month
General Ledger	Concurrent	31		
Accounts Payable	Concurrent	31		
Accounts Receivable	Concurrent	31		
Cash Management	Concurrent	31		
Advanced Allocations	Concurrent	31		
Multiple Currency	Concurrent	31		
Document Management	Concurrent	31		
Web Service	Site	1		
Business Process Manager	Site	1		
Epicor Everywhere	Concurrent	31		
Enterprise Search Standard	Concurrent	31		
Social Enterprise Standard	Concurrent	31		
Service Connect Standard	Concurrent	31		
Attachments for Sharepoint	Concurrent	31		
Data Management Tool	Site	1		
Information Worker	Concurrent	6		
Exec Dashboard	Concurrent	31		
TOTAL			£65.82	£2,040.42

As a part of the G-Cloud 15 solution, the system will be provided as a Cloud offering. Please note there is a one-time set up for this service of £1,100. Support will also need to be provided in addition to the software.

SAAS Solution Options

Software Provision Option

The solution is provided as a Cloud offering for G-Cloud 15 but is also available as an On-Site offering, particularly for customers who may wish to host the solution in their own private Cloud environment.

The following sections provide a number of illustrations of indicative pricing based upon module choices and numbers of users. We have initially provided indicative costings based upon 11, 21 and 31 users for an on-site solution, with or without Cloud.

Other user numbers and module choice variations are available.

11 concurrent users

The following table shows software pricing based on 11 concurrent users.

Module Name	License Type	Users	Price Per User	Total Price
General Ledger	Concurrent	11	182	2002
Accounts Payable	Concurrent	11	100	1100
Accounts Receivable	Concurrent	11	100	1100
Cash Management	Concurrent	11	0	0
Advanced Allocations	Concurrent	11	127	1397
Multiple Currency	Concurrent	11	101	1111
Document Management	Concurrent	11	27	297
Web Service	Site	1	1899	1899
Business Process Manager	Site	1		0
Epicor Everywhere	Concurrent	11	0	0
Enterprise Search Standard	Concurrent	11	0	0
Social Enterprise Standard	Concurrent	11	0	0
Service Connect Standard	Concurrent	11	0	0
Attachments for Sharepoint	Concurrent	11	0	0
Data Management Tool	Site	1	1000	1000
Information Worker	Concurrent	3	101	303
Exec Dashboard	Concurrent	11	101	1111
TOTAL				£11,320.00
Annual Support				£2,264.00

As a part of the G-Cloud 15 solution, the system will be provided as a Cloud offering. Pricing of the Cloud offering will be £45.23 per user per month.

Please note there is a one-time set up for this service of £1,100.

21 concurrent users

The following table shows software pricing based on 21 concurrent users.

Module Name	License Type	Users	Price Per User	Total Price
General Ledger	Concurrent	21	157	3297
Accounts Payable	Concurrent	21	100	2100
Accounts Receivable	Concurrent	21	100	2100
Cash Management	Concurrent	21	0	0
Advanced Allocations	Concurrent	21	110	2310
Multiple Currency	Concurrent	21	80	1680
Document Management	Concurrent	21	19	399
Web Service	Site	1	1899	1899
Business Process Manager	Site	1		0
Epicor Everywhere	Concurrent	21	0	0
Enterprise Search Standard	Concurrent	21	0	0
Social Enterprise Standard	Concurrent	21	0	0
Service Connect Standard	Concurrent	21	0	0
Attachments for Sharepoint	Concurrent	21	0	0
Data Management Tool	Site	1	2667	2667
Information Worker	Concurrent	6	101	606
Exec Dashboard	Concurrent	21	80	1680
TOTAL				£18,738.00
Annual Support				£3,747.60

As a part of the G-Cloud 15 solution, the system will be provided as a Cloud offering. Pricing of the Cloud offering will be £32.74 per user per month.

Please note there is a one-time set up for this service of £1,100.

31 concurrent users

The following table shows software pricing based on 31 concurrent users.

Module Name	License Type	Users	Price Per User	Total Price
General Ledger	Concurrent	31	144	4464
Accounts Payable	Concurrent	31	100	3100
Accounts Receivable	Concurrent	31	100	3100
Cash Management	Concurrent	31	0	0
Advanced Allocations	Concurrent	31	100	3100
Multiple Currency	Concurrent	31	70	2170
Document Management	Concurrent	31	15	465
Web Service	Site	1	1899	1899
Business Process Manager	Site	1		0
Epicor Everywhere	Concurrent	31	0	0
Enterprise Search Standard	Concurrent	31	0	0
Social Enterprise Standard	Concurrent	31	0	0
Service Connect Standard	Concurrent	31	0	0
Attachments for Sharepoint	Concurrent	31	0	0
Data Management Tool	Site	1	2667	2667
Information Worker	Concurrent	11	101	1111
Exec Dashboard	Concurrent	31	70	2170
TOTAL				£24,246.00
Annual Support				£4,849.20

As a part of the G-Cloud 15 solution, the system will be provided as a Cloud offering. Pricing of the Cloud element will be £23.96 per user per month.

Please note there is a one-time set up for this service of £1,100.

Payment Terms

The payment terms for software and services provided by Epaccsys Limited are as follows:

<u>Fee type</u>	<u>Payment due by the Customer on:</u> <u>(Date or Milestone)</u>
Software Charge 100%	Commencement Date
Support Charge 100%	Commencement Date
Implementation Charge	Monthly upon delivery of the relevant Professional Service
Software Development	Fixed price developments 70% on order, 15% on delivery and 15% two weeks after delivery
Hardware (100%)	Invoiced immediately with order
SaaS Monthly Charges	Commencement Date 12 months in advance.
Cloud Hosting quarterly charge	Invoiced immediately with order and every quarter and paid in advance of the quarter starting

All reasonable expenses incurred by Epaccsys personnel will be recharged to the client and are payable within 30 days.

All prices are subject to Epaccsys Limited's standard Software Agreement

All prices are exclusive of VAT except where expressly stated as inclusive

Implementation

This section gives you a brief outline of the Implementation process and key information.

There are five main stages within the implementation methodology:

Stages	Tasks
Stage 1	Preparation & Planning
Stage 2	Implementation / Configuration
Stage 3	Data Loads
Stage 4	Business Process Testing and Sign off
Stage 5	Cutover to Go Live

It is essential that the customer appoints an internal Project manager and project team so that it's clear who is working on the project and their role.

The Epacsys project team will consist of a project manager, consultants and if required developers. The project manager will manage the Epacsys resource and help the customer's internal project manager manage their team and tasks. The consultants are responsible for implementing the application, training, data migration and testing developments. The developers are responsible for customisations if required.

The customer's project team will consist of a project sponsor, project manager, and super users. The internal project manager will be required to manage resource internally (typically customer staff and tasks) and to co-ordinate with the Epacsys project manager. Super users need to be appointed to take responsibility for each area of the application. The Super user is the decision maker and ultimately has ownership of decisions on implementation; and will be responsible for learning the product and supporting users through testing and after go live.

Scope of the implementation and the number of days required to be agreed. The project management and consultancy rates are as published in the G-Cloud 15 Epacsys Rate Card.

Epacsys Support

The Epacsys Support department consists of Frontline support and Backline support which is overseen by Support managers. Epacsys provides four levels of support to its customers:

Epacsys support lines are open between the hours of 9.00am and 5.30pm, Monday to Friday (excluding bank and other public holidays). For some clients with international offices Epacsys can extend the support hours to ensure that appropriate coverage is provided, particularly when relating to high severity issues. This service is provided on a customer by customer basis. The standard monitored internal target is to commence diagnosis of any fault within an hour of receipt of the maintenance request. Fix times vary according to the severity of the issue.

When sending through each support request the customer can assign a priority category of 1 to 4 to the call indicating the degree of urgency of the problem to the Customer's operations. This enables certain calls to be identified for faster response and customer contact. Calls are monitored by the support department manager and can be escalated further if necessary by direct contact with Customer Account Managers and Directors.

Telephone support - Dedicated telephone lines comes straight through to our frontline support representatives. Where possible calls will be dealt with over the phone and conclusions drawn. Calls may need further investigation in which case supplemental info may be requested. This might be screen shots or the support representative may investigate via remote access.

Remote Access Support - Support staff have access to all customers systems and login/remote access details are stored within our ITIL compliant ITSM system. Remote access can be done with or without the customer depending on the nature of the investigation e.g. LogMeIn for 'seeing' an issue, RDP for looking into a technical issue, which the customer may not necessarily wish to be involved in. As part of Epacsys's processes a test system is made available to support by the project team. The test system is also set up for the customer so that changes can be investigated on a test system by the customer. Users are trained in how to maintain this and Epacsys recommend that data should be refreshed at monthly intervals from the live system.

On Site assistance - On site assistance can be booked via your PM for help in more complex items such as setting up a new company, implementing a new module, developing custom reports and Explorer views

Upgrades / Updates - If an upgrade is identified as being beneficial then we will ensure you are made aware of it. Epacsys recommend that the customer upgrades at least once a year to take advantage of new features, keep up to date with technology changes and benefit from fixes within the software. Epacsys will advise the appropriate resourcing required to take on each upgrade. It is possible to take an enhanced support contract which includes upgrade time if deemed appropriate.

We encourage our customers to have key members of staff who act as their own front line support, this way we find the handling of support queries is more effective.

Support Issues are prioritized and graded according to the level of seriousness:

Grade 1 - Business Critical, business cannot operate or application has failed

Grade 2 - Non Business Threatening - Causing users major inconvenience but business continues to function

Grade 3 - Functional Requirement - Causes difficulty but there is a work-around

Grade 4 - Cosmetic change or fault requiring rectification

Calls are allocated a unique number and this is emailed out to the customer within an hour of receipt of the call or provided on the phone if a call is telephoned in.

Call events - all communications (emails, phone calls) between any parties involved in a call are logged and recorded as a call event. This allows anyone at Epaccsys to pick up the call as there is a full audit trail of events.

Call statuses are set depending on next steps to resolve the call e.g. if a call has a question/request for more info put to the customer, call status = Await response customer. Upon receipt of the info the call reverts back to 'with Support', it's reviewed, updated and actioned accordingly.

In some instances support calls are passed back to Epicor. In this situation details of any response from Epicor will be passed back to the customer. Open calls are chased up weekly and customer updated accordingly.

Customers can escalate a call at any time via their Support or Account manager. All support calls and issues are continually monitored and reported on internally to ensure we give the very best service to our customers.

Our support operative's performance and skills, knowledge are continually developed to ensure we provide the very best service to our customers. Customer's feedback is encouraged so we can continuously improve our levels of service and 6 monthly surveys are conducted with our customers. Currently Epaccsys customers consistently provide scores of 9 or 10 related to satisfaction of service.