



xledger®

empowering ambition®

Xledger Software Subscription & Associated Implementation and Support Services Pricing Document

Contents

1	Project Assumptions	4
2	Software as a Service Subscription & Implementation	5
2.1	SaaS	5
2.2	Professional Services.....	6
3	Schedules.....	7
3.1	Schedule A - Product Training.....	7
3.2	Schedule B - Implementation Consultancy	8
3.3	Schedule C - Data Migration	9
3.4	Schedule D - Project Management	11
3.5	Schedule E - Hypercare	12
3.6	Schedule F - Support	13
3.7	Schedule G - Expenses	14
3.8	Schedule H - Integration with External Systems	15
4	Appendix.....	16
4.1	User Volumes by Role Type	16
4.2	Trading Entities Volumes	16
4.3	Financial Transactions Volumes.....	17
4.4	Bank Account Integrations.....	17
4.5	Sundry Charges	17
4.6	Support	17
4.7	Bank Integration.....	18

1 Project Assumptions

The Project Assumptions are the foundational expectations about key elements that influence system design, implementation, and integrations. These assumptions help define scope, timelines, and expected cost and will be validated throughout the project. Assumptions are based on your requirements and our experience implementing Xledger.

The following considerations form the structure of our Project Assumptions:

- Entity Structure - *(number of entities and holding companies), (state whether the majority of configuration is completed in the holding company)*
- Multicurrency - *(state number of reporting currencies), (state whether multiple transactional currencies)*
- Chart of Accounts - *(state whether there is going to be a significant change to the chart of accounts), (state whether there will be a migration from a single to multi-dimensional analysis), (state whether the customer is using the out-of-the-box chart of accounts).*
- Project – *(State the length of the project in months including implementation time, period of hypercare and close)*
- Reporting –
- Data Migration –
- Integrations –
- Bank & Credit Card Integrations –

Project Scope Assumption

Delivery Scope	In scope	Delivery Scope	In scope
Reporting	☐	Project Billing	☐
Sales Invoicing	☐	Project Costing	☐
Dashboard Support	☐	Project GL	☐
Sales Order	☐	Other Reporting Currency	☐
Purchasing	☐	Foreign Currency Bank Accounts/Payment	☐
Purchase Order Workflows	☐	Bank Integrations	☐
Stock	☐	Custom Dimensions	☐
Budgeting	☐	Dimension Rules/Links	☐
Distributed Budgeting	☐	Multi-Entity	☐
VAT	☐	Chart of Accounts	☐
Fixed Assets	☐	Bank Module	☐
Expenses	☐	Accounts Payable Workflow	☐
Credit Cards	☐	Accounts Payable	☐
Resource Planning	☐	Accounts Receivable	☐
Timesheets	☐	Employee Register, Users & Roles	☐

2 Software as a Service Subscription & Implementation

2.1 SaaS

Xledger is provided via a monthly subscription, charged in arrears, based on a range of factors. For further information please see ***The Appendix***.

The below table outlines the RRP costs associated with the Monthly Subscription.

	Number	Unit Price	Monthly Price
Basic access	0	£1,500.00	£0.00
Category A User	0	£45.00	£0.00
Category B User	0	£25.00	£0.00
Category C/D User	0	£9.00	£0.00
Category E User	0	£6.50	£0.00
Category F User	0	£4.00	£0.00
Domain entities	0	£40.00	£0.00
Holding entities	0	£40.00	£0.00
Trading entities	0	£40.00	£0.00
Transactions*	0	£0.70	£0.00
Bank Statement Integration (Yapily)	0	£15.00	£0.00
Credit Card Statement Integration (Yapily)	0	£5.00	£0.00
BAC's Payment Integration (Bottomline)	0	£25.00	£0.00

2.2 Professional Services

A package of professional services for Implementation is proposed based on Xledger's knowledge of the Customer's requirements and experience with previous projects.

Professional Services	Unit Quantity	Rate	Unit	Total
E-Learning tool - Equip - as detailed in Schedule A	1	£ 3,675.00	Each	£ 3,675.00
Implementation Consultancy (estimated) as detailed in Schedule B	0	£ 160.00	Hours	£ -
Data migration consultancy as detailed in Schedule C	0	£ 160.00	Hours	£ -
Project management as detailed in Schedule D	0	£ 160.00	Hours	£ -
Hypercare as detailed in Schedule E	0	£ 1,325.00	Months	£ -
Integration Workshop as detailed in Schedule H	0	£ 160.00	Hours	£ -
Integration Services as detailed in Schedule H	0	£ 160.00	Hours	£ -
Expenses for onsite training and consultancy as detailed in schedule G		As incurred		
Total				£ 3,675.00

Payment terms

- All costs are subjected to VAT at prevailing rate.
- The minimum contractual duration is 3 years.
- The Monthly Subscription Fee is payable monthly in arrears, at a fixed rate, from the Effective Date of the Order and in accordance with the Terms, based on the estimated usage levels provided by the Customer. After Go-Live the software is charged based on actual usage in the month, but no less than the contracted Monthly Subscription Fee. Invoices are raised at the end of each month and based on the usage during that month.
- For Professional Services invoices will be raised at the end of each month based on the services delivered during the month.
- Payments are due within 30 days.
- Discount Terms
 - The discount given to Professional Services applies throughout the Implementation Project from Kick-Off to Project Close.
 - All other discounts given apply to the minimum monthly subscription fee stated in the SaaS Order

3 Schedules

3.1 Schedule A - Product Training

To support the implementation and testing of the system, your implementation team will be provided with access to Xledger's E-Learning System 'Equip' for training.

- (A maximum of up to 8) users will be provided with access to Equip during implementation.
- Access to Equip will be provided to your implementation team from "Project Kick-Off" to "Project Close".
- Additional licences are available on request.
- Equip will provide the implementation team with the knowledge of core areas of functionality in the Xledger system
- Consultancy time focusing on the core areas learned about in Equip will be scheduled as part of the implementation. Please see Schedule B for further details.
- All training can be completed using Xledger's standard training environment and materials. Access to these materials will be available throughout the project.
- After Go Live, access to Xledger's E-learning platform 'equip' will be provided to all Category A users with access to Xledger.

The aim of the training is to give The Customer's implementation team the knowledge to be self-sufficient in their use of Xledger. The approach we take for training is based on "train-the-trainer" i.e. we train your Super Users to be self-sufficient in their use of Xledger.

It is assumed that appropriate representatives from The Customer complete the training.

For training courses that require further collaborative input during the session, days or hours will be scheduled with your consultant as required depending on the area of Xledger.

Should a client require bespoke training, this is available on request at an additional cost.

3.2 Schedule B - Implementation Consultancy

An Xledger Consultant will be assigned to work with you. Your Consultant is responsible for understanding what you need to achieve, across the different business processes, and advise on how to do this within the software. Your Consultant will take into account:

- Analysis and reporting requirements.
- How processes will operate.
- Best practice for maximising efficiency.

Your Consultant will lead the design workshops, work with you to configure the product, help you in the verification phase and throughout the project.

The amount of consultancy required from Xledger will depend on how the work is split between Xledger and The Customer, how much time is spent considering and prototyping different approaches, the scope of modules included, number of different processes that are to be covered and how quickly the project team become proficient in their use of Xledger. Our estimate is based on similar projects of this size and considers the following specific design considerations.

Xledger will only invoice for the services used. If as the project progresses, it is evident that the hours are being used more quickly than expected then this will be flagged up by the project manager and the parties will agree an appropriate course of action.

3.3 Schedule C - Data Migration

3.3.1 Overview

Xledger includes tools for importing data from external systems, the use of which is included in the implementation program. To support The Customer's data migration, Xledger will provide timeboxed consultancy support to assist with the migration of Fixed Registers Opening Balances and Historical Data Migration.

Additional technical consultancy assistance in transferring the data can be provided if required.

Data migration services fall into 3 categories:

3.3.2 Configuration / Fixed Registers

Data that is set up in Xledger as part of the configuration can be entered manually or imported using standard templates. Your Implementation Consultant will help you identify which registers need to be populated, which fields are required to be populated and any background setup that is needed to support your requirements.

This includes for example:

- Customers and customer groups
- Suppliers and supplier groups
- Accounts and account groups
- GL posting object values
- System object values
- Link values
- Products
- Projects
- Employees
- Rates
- Fixed assets
- Depreciation rules

3.3.3 Opening Balances

Accounting data that is required to go-live can be entered manually or uploaded using standard templates. This is typically done as part of the go-live stage, taking into account the cut off from existing systems and reconciliation of closing balances

This includes for example:

- Opening balances for balance sheet accounts
- Unpaid supplier and customer invoices

3.3.4 Historical Data

It is possible to import historical data into Xledger. This can be transactions or balances. Your implementation consultant will be able to advise you on the different options.

Responsibilities:

It will be the responsibility of The Customer to:

- Extract the data to be migrated from external systems
- Cleanse the data to remove unwanted records
- Define the mapping of the data to the Xledger structures
- Verify that the imported data is both accurate and complete

Additional Xledger technical consultancy assistance is available on an hourly basis to:

- Transform the data to the Xledger format
- Map the old codes to the new codes based on the mapping rules provided
- Load the data into Xledger demo environment
- Load the data into the Xledger live environment

3.4 Schedule D - Project Management

Project management is available hourly or at a fixed monthly fee. The following is available within the scope of the services

We anticipate that a project manager will spend 24-30 hours per month supporting the project.

During the planning phase of the project, the following output will be delivered.

1. Attend a kick-off meeting
2. Establish a project plan and initial resource planning
3. Prepare Project Initiation Document (PID)

Ongoing activities include:

1. Weekly Project meetings
2. Project Status Reporting
3. Manage ongoing resource planning
4. Report to project sponsor at key milestones
5. Manage change control
6. Approving project hours weekly

Other activities include:

1. Attend planning workshops
2. Attend readiness assessment
3. Manage the transition from project go-live to hypercare and then support
4. Attend the project close meeting.

If the elapsed time of the project, from initiation to Go-Live, extends beyond the agreed time, resulting in an increased workload or extended scope, then project management time will be charged on an hourly basis.

3.5 Schedule E - Hypercare

For the first 2 months following Go-Live an enhanced support service, called 'Hypercare' will be provided by Xledger. This includes additional assistance in the first 2 months of live operation to:

- Assist users the first time they use the system
- Answer ad-hoc questions
- Provide tips on efficient practice

During these two months, after submitting a ticket via the Customer Support Portal, the Customer's project team will have direct telephone / MS Teams access to a support consultant, in addition to the Customer Support Portal service. This service is designed to help with the following issues:

- Quick questions, e.g. "remind me where I go to match an open item?"
- Refresher training for users who have attended the training course in a particular area but can't remember in detail what was covered.
- In-depth discussions of functionality being used, e.g. "how do the reporting structures link with system accounts?"
- Tips on efficient practice.
- Reminders of in scope functionality available.

A member of the Xledger team will be responsible for monitoring activities on a weekly basis during this phase and will update The Customer to review progress, resolve issues and assign ongoing tasks. Hypercare is not meant to be a replacement for implementation consultancy, training or testing. Xledger reserves the right to charge on an hourly basis for services which fall into these categories. This includes the following:

- Training for users who have not attended Xledger training previously
- Training on areas of the system that were out of scope of the implementation
- Completion of implementation tasks
- Reconfiguration of the system

In addition, if the Xledger team advise that the implementation is not ready to Go-Live, or that the users involved do not have a sufficient level of competence then support will only be provided on an hourly chargeable basis. Hypercare cannot exceed 15 hours in a monthly period.

The Hypercare service operates from 09:00 to 17:00 during UK working days. For all queries raised by The Customer during the Hypercare period the aim is to respond to all issues within an hour. The charge for Hypercare is as follows:

3.6 Schedule F - Support

Once Hypercare ends, support will be provided through the normal service. For ongoing questions about the software, help with resolving specific problems and advice on new areas, the customer's appropriately trained users have two sources of support:

- Online help within the Xledger product provides field by field documentation, troubleshooting and FAQs.
- The Xledger Customer Support Portal facility allows users to log queries and track responses.

Details of response times are included in the attached terms and conditions.

It is assumed that The Customer will appoint Primary Support Contacts who will be the first point of contact for all support queries and will handle first level support queries. The Primary Support Contacts will then place calls on the Xledger support desk as required.

3.7 Schedule G - Expenses

Any services provided at The Customer's premises, or other locations specified by The Customer will be subject to expenses.

- Car travel will be charged at 45p/mile
- Other forms of transport, overnight accommodation and reasonable meals will be recharged to the customer as incurred. Any overnight stays will be agreed with The Customer in advance.

Expenses will be charged along with the services to which they relate.

3.8 Schedule H - Integration with External Systems

Training in the use of the Xledger data import tools is provided as part of the training schedule outlined in Schedule A. The use of the Xledger webservices for exporting and importing data is included in the software subscription.

Additional services are available, depending on the level of integration with external systems that is required, the technology of the external systems and the skills available within The Customer.

Design workshops will be run to agree the specification for integration with external systems.

This will cover:

- configuration options within Xledger to support the integration
- documentation of the data transfer process
- mapping of the data fields
- specification documentation

Programming of the interface, exporting data from the external system and importing data into the external system, and automation of the data transfer process is not included.

4 Appendix

This appendix contains information provided by the Customer, details the anticipated levels of software usage after implementation and further breakdown on volume fees.

4.1 User Volumes by Role Type

Role Type	Example roles	No. Users
Category A	Core Finance Team +/-Admin <i>Chief Accountant, Accountant, Finance Manager, Finance Assistant, Domain Administrator</i>	
Category B	Budget Holders <i>Department Manager, Project Manager, Project Admin</i>	
Category C/D	Raisers & Approvers <i>Team Leads, Purchasing Assistant, Sales Order Accountant, Board Member</i> <i>Access to POs, Timesheets & Expenses</i>	
Category E	Employee <i>Access only to Timesheets & Expenses</i>	
Category F	Employee <i>Expense only access</i>	

4.2 Trading Entities Volumes

Entity	Current Quantity
<i>Domain Holding</i>	
Holding Entity	
Trading Entity	

4.3 Financial Transactions Volumes

Transaction Type	Monthly Volume
Monthly Transactional Volumes <i>Volumes are counted per header not per line. E.g. a single Journal with 100 lines would be counted as 1 transaction.</i> <i>Transactions are charged on a threshold basis not per transaction. Thresholds will be displayed in your quote document.</i>	

4.4 Bank Account Integrations

Bank Integration(s)	No. of Accounts
Integrated Bank Statements	
Credit Card Statements	
Integrated BACs Payment method	

This covers the bank statement import and the payment processing. Details of the bank Integrations provided by Xledger are specified in 5.7.

4.5 Sundry Charges

Barcode Stickers	Rate
Barcode stickers per roll of 300 <i>if required</i>	£17.00

4.6 Support

Support is included in the monthly software subscription price.

The service is detailed in Schedule F.

4.7 Bank Integration

Xledger provides three bank integration facilities:

1. Daily import of bank statements
2. Credit card Integration
3. Approval and processing of payments

4.7.1 Bank Statement Import

Xledger supports the automated daily import of bank transactions into the bank reconciliation module. This is achieved through a secure connection to the Customer's bank, with the specific integration method varying depending on the bank's available facilities. The following integrations are currently supported:

Bank / Type	Integration Method
Open Banking	Supported for most major UK banks via Yapily's secure Open Banking service (daily statement import)
HSBC	Via HSBCnet. Includes both sterling and foreign currency bank accounts
RBS/NatWest	Via Dataservices. Uses BCA format for sterling accounts and MT940 for foreign currency bank accounts
DNB	Via direct link through Norway
Handelsbanken	Via MT940 through Sweden
Lloyds, Barclays and other major UK banks	Via AccessPay, internal bank SWIFT message exchange

Where direct integration is not available, bank statements can be downloaded from online banking in CSV format and manually imported into Xledger.

4.7.2 Payments.

Xledger supports the secure processing of GBP payments through its approved BACS bureau, Bottomline Technologies. The Customer will be set up as an indirect BACS submitter, enabling Xledger to transmit payment instructions securely on the Customer's behalf. The following payment integrations are currently supported:

Bank	Integration
UK banks	GBP payments only, 3 day BACS processing
DNB	All currencies, direct link