



SERVICE DEFINITION DOCUMENT

CLOUD SOFTWARE SUPPORT - PRICING

OVERVIEW

Support is offered via a number of differing options, these are as follows:

Fixed Price Support

This option allows for unlimited monthly support for a fixed monthly fee. The exact cost of support is determined by a number of factors that include:

- Project spend
- Annual licence cost

Cost options for fixed price support is then calculated based on these figures.

Fixed price support is available in either 1, 3 or 5 year plans with:

- Pricing dependant on size of project and reviewed with all changes made
- 3 levels Bronze, Silver and Gold

Bronze Covers

- Access to helpdesk in normal business hours.
- Bug fixing for custom code subject to standard SLA billed from prepaid pot of time
- Odoo core system update management - excludes time required to fix any issue caused by an update to custom code
- Monthly account management meeting with dedicated account manager and functional consultant
- Includes unlimited access to the Smart IT Odoo ERP Academy for all licensed users of the platform
- Prepaid pot of time to be agreed at the initiation of the contract and divided over monthly payments. This time allows for access to the above services

Silver covers

- Access to helpdesk in normal business hours
- Bug fixing for custom code subject to standard SLA
- Odoo core system update management - includes time required to fix any issue caused by an update to custom code

- Monthly account management meeting with dedicated account manager and functional consultant
- Includes Prepaid Consultancy time dependant on project size
- Includes unlimited access to the Smart IT Odoo ERP Academy for all licensed users of the platform

Gold covers the same as Silver but also adds in (only available in 3 or 5-year plans)

- One Odoo core system upgrade included during 3-year contract period
- Two Odoo core system upgrade included during 5-year contract period

The prepaid time on both Silver and Gold fixed priced support levels can be utilised to access our business analysts and functional consultants to scope and implement system and business usage improvements.

Additional time can be purchased at the day rate quoted for each support level.

Out of Contract Support

Support is offered on a contract free basis and is charged on a Time & Materials basis at a rate of £795 per day (excluding VAT).

Ongoing Consultancy/Development Services

All ongoing change management/development/project management services for the delivery of Odoo ERP are charged at a set rate of £995 or £1095 for Senior/Managers.

Licensing Costs

Licensing costs are controlled by Odoo .S.A and are outside the scope of Smart IT's control though we are able to help negotiate volume discounts. More information on standard pricing can be found on Odoo's website:

[Odoo Pricing | Discover Odoo Plans](#)

All costs are exclusive of VAT.