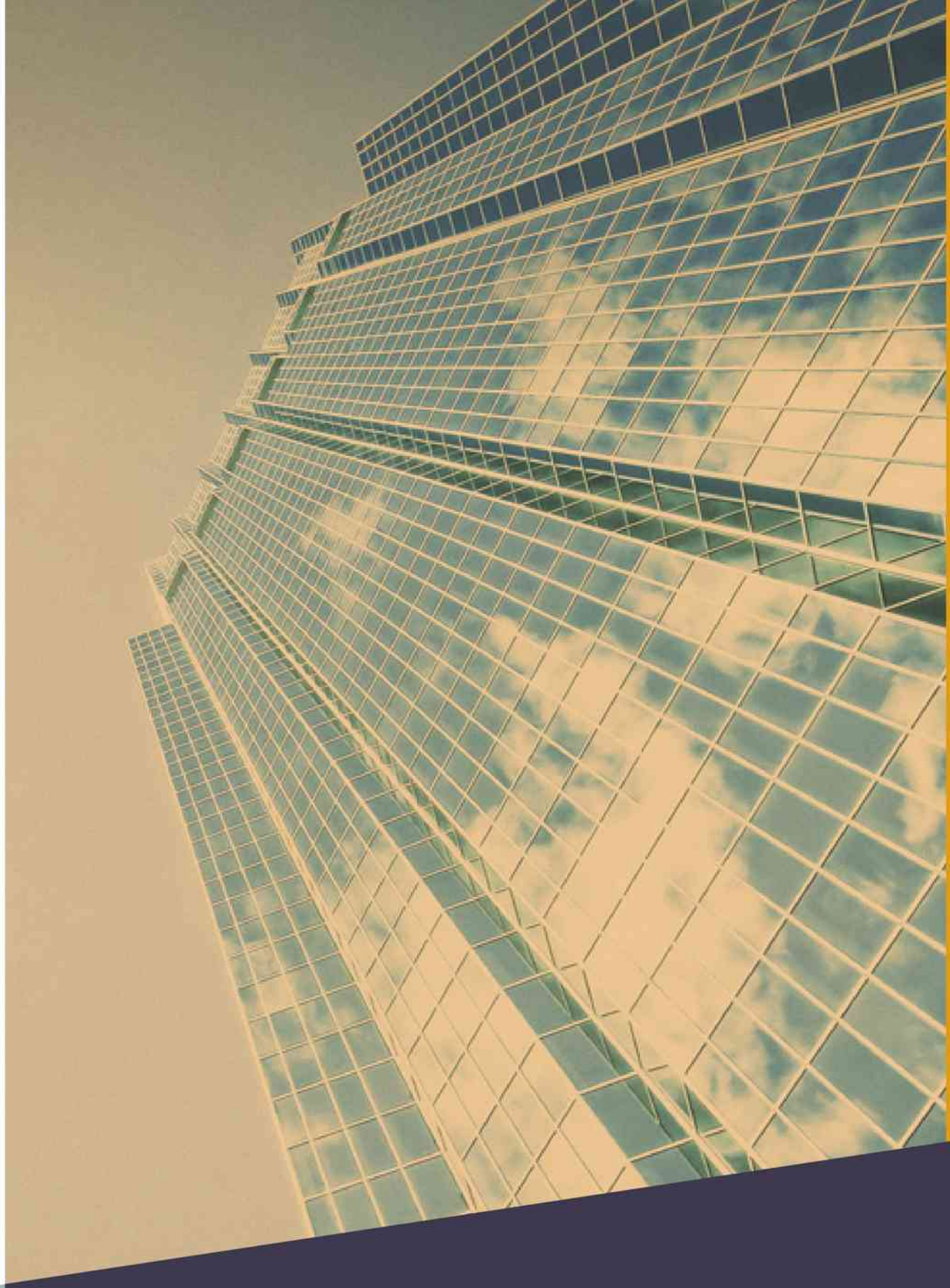
SUITE CRM



G-Cloud 15
SuiteASSURED Price Sheet

SuiteASSURED Pricing

The SuiteASSURED contract is made up of two distinct aspects – Care Hours and Maintenance Assurance. These aspects are combined to generate your SuiteASSURED price.

A separate Hosting contract will be issued if you take advantage of our fully managed hosting service.

SuiteASSURED pricing is designed to be transparent, predictable, fair and competitive. It's based on the specific needs of your instance rather than the number of users you have. This move away from per-user pricing contributes to a significant cost saving for larger organisations.

SuiteASSURED Care Hours

Care hours give you access to the full range of professional services provided by SuiteCRM Ltd. These services include general support, software development, consultancy, training, audits and more.

Care Hours are flexible. The number of hours available to you each year can be increased or decreased as required, based on your organisation's requirements, adoption and utilisation of SuiteASSURED in any given term.

Your SuiteCRM journey may be one which requires differing levels of investment in change. From initial adoption, through to further integration with data stores, third party systems and general modernisation to ensure your CRM stays in line with your organisations changing process and policy. We recognise that budgets change frequently. For this reason, your Care Hours are as flexible as possible.

We ask each client to purchase a minimum number of hours to cover basic maintenance, related to your assurance tier.

As your requirements change, you can purchase additional care hours as necessary. Choose between a one off purchase of Care Hours to cover a specific task, or an annual commitment to a larger block of hours to achieve several long term strategic goals. The annual commitment is flexible and can be determined by the client at renewal time. Additional Care Hours can be purchased in blocks of 10 at £1200 per block.

SuiteASSURED Maintenance Assurance

The Assurance portion of the cost is based on the code complexity and data size.

The complexity of the code we provide assurances on is the primary factor. As your usage evolves, you may add, modify or potentially remove custom functionality. If the complexity and volume of customisation grows, the effort involved in assuring that software increases.

Low Complexity Customisations applied using the inbuilt UI tool set, including Workflow Manager, Studio, Module Builder and Drop-down Editor. Includes official SuiteCRM Plug-ins.
Medium Complexity A low to moderate level of custom code and functionality, includes code written by SuiteCRM Ltd and third party code which has been through our code review process. Up to 2 code reviewed third party plug-ins.
High Complexity A high level of custom code and functionality, includes code written by SuiteCRM Ltd and third party code which has been through our code review process. 3 or more code reviewed third party plug-ins.

Whilst minor changes are unlikely to affect your pricing calculation, its reasonable to consider that large increments in functionality and complexity will cost more to assure in the future.

The use of Official SuiteCRM Plug-ins will not affect your complexity. These are plug-ins which are written by and supplied by SuiteCRM Ltd.

The second factor is the data volume stored on your instance. We take the size of your file system, including any uploaded documents or files and the physical database size into account, in incremental bands, when determining your pricing tier. Experience has shown that as this increases, the effort involved in assuring that instance grows in parallel.

Your SuiteASSURED Maintenance Assurance cost will be recalculated at the end of your contracted period, prior to renewal. We will review any changes which may increase or decrease your tier and provide a renewal quote for the upcoming term. These incremental reviews ensure you always pay an appropriate amount to cover the effort and experience required to maintain your instance.

SuiteASSURED Hosted Pricing

The following annual prices apply when hosting with SuiteCRM Ltd. Additional hosting costs apply which are described in the Fully Managed Hosting section below.

Tier	Data Volume	Included Care Hours	Code Complexity		
			Low	Medium	High
1	0GB - 10GB	10	**£3,350**	**£4,650**	**£7,900**
2	10GB - 25GB	15	**£5,300**	**£6,850**	**£10,600**
3	25GB - 50GB	20	**£6,050**	**£7,850**	**£12,100**
4	50GB - 75GB	25	**£7,400**	**£9,450**	**£14,200**
5	75GB - 100GB	30	**£8,750**	**£11,050**	**£16,300**
6	100GB - 150GB	35	**£10,100**	**£12,650**	**£18,400**
7	150GB – 200GB	40	**£11,450**	**£14,250**	**£20,500**
8	200GB – 250GB	45	**£13,400**	**£16,450**	**£23,200**
9	250GB - 300GB	50	**£14,150**	**£17,450**	**£24,700**
Price per additional 50GB above 300GB			**+ £750**	**+ £1,000**	**£1,500**

SuiteASSURED Self Hosted Pricing

The following annual prices apply when self hosting SuiteASSURED in the public, private, community or hybrid cloud.

Tier	Data Volume	Included Care Hours	Code Complexity		
			Low	Medium	High
1	0GB - 10GB	10	**£3,853**	**£5,348**	**£9,085**
2	10GB - 25GB	15	**£6,095**	**£7,878**	**£12,190**
3	25GB - 50GB	20	**£6,958**	**£9,028**	**£13,915**
4	50GB - 75GB	25	**£8,510**	**£10,868**	**£16,330**
5	75GB - 100GB	30	**£10,063**	**£12,708**	**£18,745**
6	100GB - 150GB	35	**£11,615**	**£14,548**	**£21,160**
7	150GB – 200GB	40	**£13,168**	**£16,388**	**£23,575**
8	200GB – 250GB	45	**£15,410**	**£18,918**	**£26,680**
9	250GB - 300GB	50	**£16,273**	**£20,068**	**£28,405**
Price per additional 50GB above 300GB			**+ £750**	**+ £1,000**	**£1,500**

Fully Managed Hosting

SuiteASSURED can be delivered as either a self hosted or SaaS solution with our Fully Managed Hosting Service. We recommend our AWS Fully Managed Dedicated Hosting in the EU or UK to ensure the best possible experience for SuiteASSURED G-Cloud Clients.

Infrastructure engineers from SuiteCRM Ltd manage the application stack, platform, backups and security. Each environment is fine tuned for performance and reliability, security hardened and monitored 24/7. This allows you to focus on your CRM and your organisation.

When compared to self hosting this approach lowers IT costs, complexity and risk by eliminating the need to hire engineers experienced in server deployment, maintenance, security compliance and development. Combined with application support through SuiteASSURED, you have a total care package with access to our full range of services to drive your adoption and growth.

Our consultants can recommend the most suitable hosting package for your needs as part of the tender or service onboarding.

Dedicated Business Hosting

A fully managed single instance hosts your web and database engines to provide dedicated resources for your CRM. Compute resources and disk space can be scaled vertically to ensure your instance grows in line with your organisation. Includes data at rest and data in transit encryption, regular backups with fully managed disaster recovery and business continuity, one public IP address for inbound and outbound traffic, a generous outbound data allowance and an optional sandbox.

Dedicated Performance Hosting

The performance package includes a second server dedicated to hosting your database engine. The database server is isolated from the public internet in a private subnet for additional security. Tuned for high performance this package ensures dedicated resources for your web and database engines making it ideal for instances with complex workloads and larger user bases.

Package	Specifications	Annual Price
Business Essentials	2vCPU / 4GiB RAM / 100GB Disk	£3200
Business Standard	4vCPU / 8GiB RAM / 100GB Disk	£3800
Business Medium	4vCPU / 16GiB RAM / 100GB Disk	£4200
Business Large	4vCPU / 32GiB RAM / 100GB Disk	£5000
Business XL	8vCPU / 64GiB RAM / 100GB Disk	£7200
Performance Standard	*Web:* 2vCPU / 4GB RAM / 100GB *Database:* 2vCPU / 16GiB RAM / 100GB	£4700
Performance Medium	*Web:* 4vCPU / 8GB RAM / 100GB *Database:* 4vCPU / 32GiB RAM / 100GB	£6500
Performance Large	*Web:* 8vCPU / 16GB RAM / 100GB *Database:* 8vCPU / 64GiB RAM / 100GB	£9900
Performance XL	*Web:* 8vCPU / 16GB RAM / 100GB *Database:* 16vCPU / 128GiB RAM / 100GB	£14,500

Hosting Add-ons

A range of hosting package add-ons are available to provide additional functionality or features commonly requested by our clients.

Add-on Description	Setup Cost	Annual Price
Elastic Search Elastic Server for Elastic Search	£550	From £600
Sandbox Instance Replication of live instance without data	£550	From £600
Staging / UAT Instance Replication of live instance without data	£550	From £600
Code Repository Access Git repository access for 4 users	£300	£0
100GB Additional Storage Additional storage and backups	£0	£400
Storage Performance Pack Enhanced storage read and write performance (per volume)	£0	£250
Server Side Anti-Virus Anti-virus protection for uploaded documents	£300	£750
Database UI Access phpMyAdmin Database access for 1 User Restricted by IP address	£450	£0
Database External Access Read-only or Read/Write Database access for 1 User. TLS enforced. Restricted by IP address	£450	£0

Implementation Prices

SuiteASSURED is as customisable and flexible as SuiteCRM.

The core application contains powerful tools such as Workflow Manager, Studio and Drop-down Editor which can be used to customise the application directly from the UI. Changes using these tools have no impact on your code complexity and their use alone will ensure you remain in the Low complexity tier. As described above, we also offer a number of official SuiteCRM Plug-ins. Their use does not impact your code complexity.

As capable as these tools are, many organisations are looking for a turn key solution or require more complex features and system integrations which require custom development.

SuiteCRM Ltd provides implementation services to efficiently deliver a CRM which matches your organisations requirements and immediately delivers a return on investment.

The pricing for our implementation services is detailed below:

Business Analyst	**£120 per hour**
Project Manager	**£120 per hour**
Software Developer	**£120 per hour**
QA Engineer	**£120 per hour**
Systems Admin	**£120 per hour**
Training	**£120 per hour**