



Free Rein

SuiteCRM - Customer Relationship Management

Pricing Document

1 Company Background

SuiteCRM is an open-source comprehensive, adaptable CRM system that allows you to take control of your client data, workflows, reporting and more. The package comprises of the SuiteCRM application, hosting, maintenance and standard support with optional setup, migration and extended support.

2 Pricing

Free Rein offers a flexible range of hosting and support options for our Customer Relationship Management, offering which is an enhanced system on the SuiteCRM base platform, and we will meet your particular requirements. The following prices are a guide for taking the open-source application and configuring a basic system. In addition, we can help bring your data in from supplied structured import files at the base hourly rate. We include an initial training session to get you started.

Basic system setup from £760

Additional user support or development £95.00 per hour

Hosting and Application Support (including updates) See below

These charges relate to work on Mon – Fri 9:00am to 5:00pm. Outside of these times, or urgent work, the hourly rate is £142.50

2.1 Hosting

Suitable for most organisations or projects where a typical number of users need to share information and reports. Daily backups are included in the price and stored for a maximum of 14 days.

There are no restrictions on the number of users on the system. These are for guidance on suitability only.

Product	Package	Cost
Standard VM	Typical for up to 50 users	£2270* per annum
Large VM	Typical for more than 50 users	£2870* per annum

* When paid annually, monthly options are available with a minimum 3-month commitment

3 Support

Standard: 9:00am – 5:00pm, Monday to Friday (excl. Public Holidays)

Enhanced: 24x7 – subject to separate agreement £800 per month

Uncontracted out of hours £142.50/hr

4 Training

Package	Costs
Introductory training – typically one session of 2hrs *	Included
Subsequent training *	£200 per session

*All training is delivered via webinar.