

OpenText Enterprise Content Management (ECM) Cloud Service – Pricing Document

Product/Service Overview

SynApps Solutions has developed its Enterprise Content Management in the Cloud service to enable organisations to acquire a subscription-based, best-of-breed, enterprise content service applications in a rapid timescale.

SynApps Solutions is a leading provider of enterprise content management (ECM) solutions and associated consultancy, implementation and support services. SynApps is 100% focused on delivering Enterprise Content Management and Enterprise Content Services and is generally acknowledged by ECM vendors, SIs and its customers as an organisation that employs the foremost ECM subject matter experts in the UK and provides the highest level of customer service.

Overview of the solution available:

Item	Description
Minimum Term	2 years
Invoicing Profile	Monthly in Advance
Managed Service Support	Service Management 9.00 - 17.30; Mon-Fri; Excl UK Bank Holidays and including:
	Annual Disaster Recover (DR) Test
	One (1) Major Release Patch Deployed Annually;
	One (1) Minor Release Patch) Deployed Annually
	Hotfixes and Security Fixes applied as required.
	Please note that End-User Account management is the responsibility of the Customer.
Out of Hours Support	Available as part of a on-call service, provided via Lot 3 Enterprise Content Services (ECM) Managed Support Services.
System Environments	Comprising
	Development
	Test
	Pre-Production/DR
	Production.
Storage	Range of storage pack options available. Storage pack charges are in addition to the base monthly service charge.
Networking	Unreserved PSN Protect
Protective Monitoring	Protective Monitoring (Excluding Development and Test environments). This is an optional component please see additional charges.

Pricing

The applicable base monthly service charge is based on a 2-Year minimum contract term and is billed monthly in-advance (or optionally in larger time-increments on request) and is set-out below on an assumed user population of an initial 200 users based on a 15% concurrency.

- The user cost of this would be £30.00 per month

Discounts are available for volume options or upfront payments.

Customers may use their existing Opentext Documentum D2 or Content Suite License or alternatively this can be purchased directly through SynApps Solutions.

An additional storage charge is also applicable; dependent on the storage capacity required. See below “Additional Charges”.

Additional Charges

1. ECM Cloud Support Services are procured separately under the SynApps Solutions support solution proposal on G-Cloud.
2. Protective Monitoring is additional service to be included, this is an additional surcharge per month depending on number servers within the platform. Entry level surcharge for 20 virtual machines is £3,500 per month.
3. Storage pricing per Tb is additional to the base monthly service charge and is £240 per 1Tb, includes backup. Storage charges are charged monthly in advance.

Financial recompense model for not meeting service levels

If the service level falls below the stated availability percentage (excluding Planned and Emergency maintenance periods), the Client will be eligible for Service Credits. Service Credits will be calculated as a percentage (5%) of the infrastructure fees for the monthly billing period during which the failure occurred (to be applied at the end of the billing cycle).

Ordering and invoicing process

Billing for the service is monthly. Payment can be via Purchase Order

On-boarding charges will be invoiced at time of order placement.