



Price List



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IssueCentre Price List

First Option Solutions Ltd

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SOFTWARE PURCHASE

This section outlines the pricing to purchase IssueCentre as a software package for deployment and management on your own server(s). The licenses listed below are one-off perpetual licenses that are supplied and controlled by a license string delivered on purchase.

Once purchased the only ongoing, optional cost, is Annual maintenance which provides support and software upgrades to the product for the period of 12 months from the date of purchase.

If you have any individual licensing requirements please do not hesitate to contact us on +44 (0)333 9001123 (calls charged at your telephone contract's national rate).

IssueCentre Server License	£2,750	Includes 5 named agents, 1 contract
QA Environment License	£400	Limited to 5 named agents and tickets and system marked as QA
DR Environment License	FOC	
Additional Contract Licenses	£500	
Additional 5 Contract License Pack	£2,000	1 free license
Additional 10 Contract License Pack	£3,750	
Agent Licenses	£250	
Additional 10 Agent License Pack	£2,250	1 free license
Additional 20 Agent License Pack	£4,250	3 free licenses
Online User Training	£80/hour	
API Module License	£400	Including Support Assistance
Custom Enhancements	POA	
Enterprise License	POA	
Annual Maintenance	£495	Includes Software upgrades and telephone support. Mandatory in first year.
Additional Maintenance per 5 agents	£200	

All prices quoted are exclusive of applicable taxes.

HOSTED RENTAL

IssueCentre can be provided as a fully hosted and managed service with fees charged monthly based on the number of licenced agents.

Number of Agents	Price Per Agent per Month
3-9	£65.00
10-19	£58.00
20-30	£49.00
Over 30	POA

DELUXE HOSTING

In addition to our standard hosted offering above, we are also pleased to be able to offer a deluxe custom hosted offering with enhanced levels of support, dedicated server equipment and extended management operations starting at £150 per agent per month.

PAYMENT TERMS

The following payment terms should be noted.

- Minimum number of hosted agents is 3.
- All fees are exclusive of applicable taxes
- Monthly Fees are payable quarterly, in advance
- Payable at commencement of service period
- Contract period is a minimum of 12 months.
- First Option Solutions reserve the right to adjust these prices without notice, please contact us for the latest pricing.