



Simple, Efficient and Effective Outsourcing

Rosetta Sourcing Managed CRM Solutions

Managed Group Service : Based on the SugarCRM Community Release

This internally deployed application/service is based on single host that can support up to 30 concurrent users. By default, this configuration is based on the widely used LAMP Stack, deployable to both windows and UNIK/Linux based Servers.

Product	Description	Price	Code
Basic Configuration	This provides the software Group CRM solution and ongoing standard (12x5) Support. It provides the ability to start using the SugarCRM implementation (including Email integration etc.). Users, functionality and data model are configured as out of the box. 1. Set up costs (software, deployment and configuration) (Standard LAMP Stack) 2. Monthly Support/Maintenance/Service Provision :	£1,350 £325/mnth	CRM-GM-BC
Standard Configuration	The Standard Configuration provides a complete Group CRM solution, including initial customer specific configuration. (Including Requirements, On Site Customer engagement, Users setup, some data configuration, 'Train the Trainer', and handover) 1. Set up costs (software, deployment and configuration) (Standard LAMP Stack) 2. Monthly Support/Maintenance/Service Provision :	£4,125 £650/mnth	CRM-GM-SC
Additions/Options : Available as part of the Standard Configuration.			
SQL Server Upgrade	Configure to use MS SQL Server 2005.	£1,350	CRM-GM-SQL
Extension Pack	Standard extensions to the CRM Meta Model to support additional fields on indexing searching and browsing. Includes Requirements, deployment, training and handover.(Up to 5 modules)	£2,700	CRM-GM-EP
Management Reports	Provisioning of a simple reporting tool to enable MIS, integration with database, status information, easily available via a portal. Initial 3 reports configured/ with parameters.	£2,050	CRM-GM-MR
Backup/Disaster Recovery Options : Solutions to meet all business requirements			
Remote Offsite Backup	This traditional backup option enables a copy of the content and meta-data to be kept offsite in either a company owned or 3rd party repository, It enables the service to be rebuilt within 1-2 working days in the event of total loss of service. 1. Service Setup: 2. Monthly Support/Maintenance: 3. Optional provision of up to 1 Tbyte of Secure Offsite Storage :	£700 £162,5/mnth £312,5/mnth	CRM-GM-ROB CRM-GM-ROS
Basic Service	Duplicate Standby Service in a separate secure location. Data snap shots taken every 24 hours, with a 8 working hours turnaround in when necessary. Designed to provide an adequate capability while the primary installation is recovered. 1. Set up costs (software, deployment and configuration) 2. Monthly Support/Maintenance/Service Provision : 3. Optional externally provided Host (Solution utilises a reduced/simpler platform, with some possible reduction in service performance) ½ TB	£1,500 £162,5/mnth £475 £312,5/mnth	CRM-GM-BBS CRM - GM-BBH
Failure / DR Service	Duplicate Service available within 4-8 hours, giving full redundancy and fail over in the event of loss of service. Recovery / warm service provisioning and data recover is 4 hours. Optional externally provided host. 1. Set up costs (software, deployment and configuration) 2. Monthly Support/Maintenance/Service Provision :: 3. Optional externally provided Host (½ TB Storage)	£1,825 £325/mnth £687,5 £462,5/mnth	CRM-GM-BFS CRM - GM-BDH
Business Critical Service	Hot Standby/secondary service, providing near instantaneous failover / recovery, with an up-to-date copy of the service, available via a secondary URL for users to swap to in the event of failure. 1. Set up costs (software, deployment and configuration) 2. Monthly Support/Maintenance/Service Provision :: 3. Optional externally provided Host (½ TB Storage)	£2,900 £787,5/mnth £850 £625/mnth	CRM-GM-BCS ECM - GM-BDH
Other Options			
Evaluation Plus	Setup and configuration of a "Proof of Concept / Evaluation Service" for 3 months. User configuration and setup to facilitate the POC. 1. Set up costs (software, deployment and configuration) 2. Monthly Support/Maintenance/Service Provision: (3 month Min)	£2,700 £325/mnth	CRM-GM-EVP
Enterprise Upgrade	Upgrade to Commercial/Non Community. Upgrade to SugarCRM Professional/Enterprise (with Vendor Support Plan). Note : An Sugarcrm license is required. This licence is based on the number of users and sold annually. Pricing is available from SugarCRM. 1. Installation/Configuration/Testing:	£2,725	CRM-GM-UPG
Version Upgrade	Upgrade to Latest SugarCRM version. Migration of data, setup etc.	£3,075	CRM-GM-VER
Remote Pack	5 Man Days >50 Miles London, Travel & Exps	£1,500	CRM-RP

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Rosetta Sourcing Managed CRM Solutions

Managed Departmental Service : Based on the SugarCRM Community Release

This internally deployed application/service is based on dual host that can support up to 60 concurrent users. It can utilise any appropriate storage (eg SAN/NAS) and uses industry standard RDBMS to hold indexing and meta information.

Product	Description	Price	Code
Basic Configuration	This provides the software Departmental CRM solution and ongoing standard (12x5) Support. It provides the ability to start using the SugarCRM implementation (including Email integration etc.). Users, functionality and data model are configured as out of the box. 1. Set up costs (software, deployment and configuration) (Standard LAMP Stack) 2. Monthly Support/Maintenance/Service Provision :	£2,000 £325/mnth	CRM-DM-BC
Standard Configuration	The Standard Configuration provides a complete Departmental CRM solution, including initial customer specific configuration. (Including Requirements, On Site Customer engagement, Users setup, some data configuration, 'Train the Trainer', and handover) 1. Set up costs (software, deployment and configuration) (Standard LAMP Stack) 2. Monthly Support/Maintenance/Service Provision :	£5,750 £487,5/mnth	CRM-DM-SC
Additions/Options : Available as part of the Standard Configuration.			
SQL Server Upgrade	Configure to use MS SQL Server 2005.	£1,350	CRM-DM-SQL
Extension Pack	Standard extensions to the CRM Meta Model to support additional fields on indexing searching and browsing. Includes Requirements, deployment, training and handover.(Up to 5 modules)	£2,700	CRM-DM-EP
Management Reports	Provisioning of a simple reporting tool to enable MIS, integration with database, status information, easily available via a portal. Initial 3 reports configured with parameters.	£2,050	CRM-DM-MR
Backup/Disaster Recovery Options : Solutions to meet all business requirements			
Remote Offsite Backup	This traditional backup option enables a copy of the content and meta-data to be kept offsite in either a company owned or 3rd party repository, It enables the service to be rebuilt within 1-2 working days in the event of total loss of service. 1. Service Setup: 2. Monthly Support/Maintenance: 3. Optional provision of up to 1Tbyte of Secure Offsite Storage :	£700 £162,5/mnth £312,5/mnth	CRM-DM-ROB CRM-DM-ROS
Basic Service	Duplicate Standby Service in a separate secure location. Data snap shots taken every 24 hours, with a 8 working hours turnaround in when necessary. Designed to provide an adequate capability while the primary installation is recovered. 1. Set up costs (software, deployment and configuration) 2. Monthly Support/Maintenance/Service Provision : 3. Optional externally provided Host (Solution utilises a reduced/simpler platform, with some possible reduction in service performance) ½ TB	£1,500 £162,5/mnth £475 £312,5/mnth	CRM-DM-BBS CRM - GM-BBH
Failure / DR Service	Duplicate Service available within 4-8 hours, giving full redundancy and fail over in the event of loss of service. Recovery/warm service provisioning and data recover is 4 hours. 1. Set up costs (software, deployment and configuration) 2. Monthly Support/Maintenance/Service Provision : 3. Optional externally provided Host (½ TB Storage)	£1,825 £325/mnth £687,5 £462,5/mnth	CRM-DM-BFS CRM - DM-BDH
Business Critical Service	Hot Standby/secondary service, providing near instantaneous failover / recovery, with an up-to-date copy of the service, available via a secondary URL for users to swap to in the event of failure. 1. Set up costs (software, deployment and configuration) 2. Monthly Support/Maintenance/Service Provision : 3. Optional externally provided Host (½ TB Storage)	£2,900 £787,5/mnth £850 £625/mnth	CRM-DM-BCS CRM - GM-BDH
Departmental Service : Other Options			
Evaluation Plus	Setup and configuration of a "Proof of Concept / Evaluation Service" for 3 months. User configuration and setup to facilitate the POC. 1. Set up costs (software, deployment and configuration) 2. Monthly Support/Maintenance/Service Provision: (3 month Min)	£2,700 £325/mnth	CRM-DM-EVP
Enterprise Upgrade	Upgrade to Commercial/Non Community. Upgrade to SugarCRM Professional/Enterprise (with Vendor Support Plan). Note : An Sugarcrm license is required. This licence is based on the number of users and sold annually. Pricing is available from SugarCRM. 1. Installation/Configuration/Testing:	£2,725	CRM-DM-UPG
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