SuperOffice®

SUPEROFFICE CRM

ONSITE SUBSCRIPTION

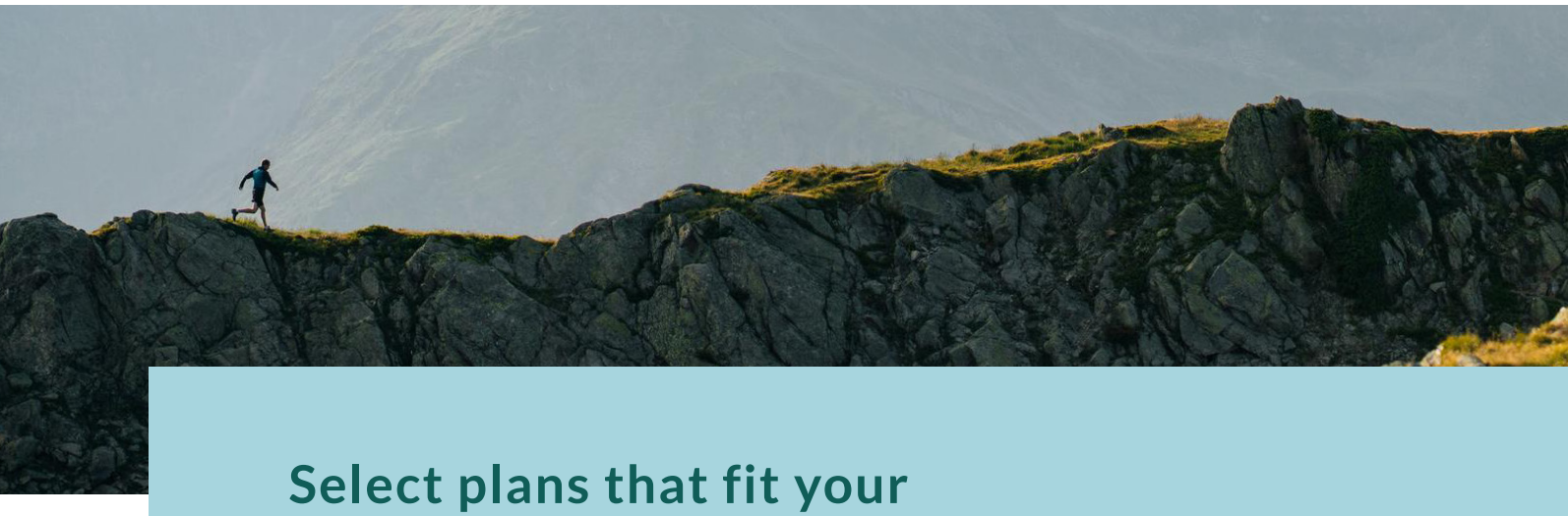
PRICE LIST

EFFECTIVE OCTOBER 1, 2022 – available for new and existing customers.
PRICES IN USD – All prices are based on annual billing.

SUPEROFFICE CRM PLANS

SuperOffice CRM is a complete CRM platform that consists of feature sets, which are specifically designed to support the Sales, Marketing and Service processes in a company. The user interface and architecture are seamless across the three process areas because they are built on the same technology stack and together offer a complete CRM solution.

This means that companies can choose to subscribe to one or more plans for their users. When you subscribe to more than one plan, the users of each plan will, in addition to the feature set available in their subscription plan, also gain a "view only" access to the information and data generated by all users. This ensures a full overview of all your customer interactions (the 360 degree view of the customer), while improving customer-related insights and boosting operational capacity for all users.



Select plans that fit your company's needs best:

- You may choose only one plan within Sales, Service and Marketing – this means that all users of Sales, Service or Marketing have to be on the same plan.
- You can mix essentials and premium plans between Sales, Service and Marketing. For example, you may select Sales Premium and Service Essentials.
- Individual users can subscribe to more than one plan.
- Users of multiple plans will get a reduced price on plan 2* and 3**.

** For users of 2 plans, the subscription price is reduced by approximately 50% on the lowest priced plan, depending on what price plans are combined.*

***For users of 3 plans, the price is reduced by approximately 70% on the lowest priced plan and by approximately 50% of the second lowest priced plan. The final discount levels depend on what plans the user wants to combine. Note that there are no such discounts on site licenses.*

ADD-ON PRODUCTS:

In addition to the subsription plans, you may choose one or more add-on products to expand your CRM functionality. Some of these are activated by site and made available to all, and some add-on products are user-specific lisences.

PAY-PER-USE (METERED) SERVICES:

Some services may activate additional fees via metered services and incur when usage is above the included level of a specific service.

CLOUD ONLY FEATURES:

Note that certain features are only available to Cloud subscription users and will be marked with the symbol "¤". If you are interested in this feature, you need to change your subscription type.

SUPEROFFICE CRM SOLUTIONS

KEY: • Full access to features ○ Some features available – Feature not available ¤ Feature only available for cloud subscription users

	SALES		SERVICE		MARKETING	
	ESSENTIALS	**PREMIUM**	**ESSENTIALS**	**PREMIUM**		
	Gain control of your sales pipeline, improve your sales productivity and manage relationships better.	Everything you need to manage your prospects from quote to close, so that you have plenty of time to focus on turning relationships into revenue.	Manage all types of incoming customer service requests with ease and efficiency, and retain more happy customers.	Everything you need to support your customers with smart, streamlined and automated processes, while you focus on delivering great customer experiences.	Get the tools you need to better target and effectively dispatch your marketing communication, as well as initiate meaningful conversations that convert into revenue.	
	User / per month	*User / per month*	*User / per month*	*User / per month*	*Site / per month*	*User / per month*
PLANS AND FEATURE SETS:	**USD 65.14**	**USD 91.20**	**USD 52.11**	**USD 84.69**	**USD 260.57**	**+ USD 65.14**
Contact and account management	•	•	•	•		•
Companies and Contact Persons	•	•	•	•		•
Relations	•	•	•	•		•
User defined fields	•	•	•	•		•
GDPR and privacy features	•	•	•	•		•
Consent management	•	•	•	•		•
Subscription management	•	•	•	•		•
Automate the right to be informed	•	•	•	•		•
Personal data report	•	•	•	•		•
Privacy rules	•	•	•	•		•
Anonymize deleted activities	•	•	•	•		•
Calendar	•	•	•	•		•
Diary and tasks	•	•	•	•		•
Activity management	•	•	•	•		•
Invitations	•	•	•	•		•
Video integration	¤	¤	¤	¤		¤
Time zones	•	•	•	•		•
Mobile CRM	•	•	•	•		•
Mobile CRM for iOs and Android	•	•	•	•		•
Sales management	•	•	–	–		–
Request management	–	–	•	•		–
Incoming call identification	•	•	•	•		•
Mobile card scanner	•	•	•	•		•
Document management	•	•	•	•		•
Documents and templates	•	•	•	•		•
Language support	•	•	•	•		•
Google Workplace documents	¤	¤	¤	¤		¤
Microsoft SharePoint documents	¤	¤	¤	¤		¤
Email integration	•	•	•	•		•
Inbox	•	•	•	•		•
SuperOffice for Outlook 365	¤	¤	¤	¤		¤
Gmail link for SuperOffice	•	•	•	•		•
Webtools	•	•	•	•		•
Search and segmentation	○	•	○	•		•
Find anything	•	•	•	•		•
Selection of anything	•	•	•	•		•
Static selections	•	•	•	•		•
Dynamic selections	•	•	•	•		•
Combined selections	–	•	–	•		•
Email and mailings	○	○	○	○		○
Send emails	•	•	•	•		•
Create and send personalized mailings	–	–	–	–		•
Free mailing template library	–	–	–	–		•
Create mailing templates	–	–	–	–		•
A built-in free image library	–	–	–	–		•
Create mailing templates	–	–	–	–		•
Optimize for mobile	–	–	–	–		•
Google Analytics tracking	–	–	–	–		•
Tracking of links	–	–	–	–		•
Custom actions on link-clicks	–	–	–	–		•
Bounce management	–	–	–	–		•
Spam complaints management	–	–	–	–		•
SMS Connector - Marketing	–	–	–	–		•
Social media links	–	–	–	–		•
Mailing reports	–	–	–	–		•
Store mailings sent in archives	–	–	–	–		•

** Some features will activate metered services where usage above what's included may incur overage usage fees.*

SUPEROFFICE CRM SOLUTIONS

KEY: • Full access to features ∘ Some features available – Feature not available ¤ Feature only available for cloud subscription users

	SALES		SERVICE		MARKETING
	ESSENTIALS	PREMIUM	ESSENTIALS	PREMIUM	
Forms	–	–	–	–	•
Add forms to your webpages or emails	–	–	–	–	•
Free form template library	–	–	–	–	•
Double Opt-in and landing pages	–	–	–	–	•
Consent management in forms	–	–	–	–	•
Forms submissions management with custom actions	–	–	–	–	•
Reporting	∘	•	∘	•	∘
Reports on all CRM data	•	•	•	•	•
Print	•	•	•	•	•
Activity monitors	–	•	–	•	•
Dashboard – standard charts	•	•	•	•	•
Dashboard - designer for custom charts	–	•	–	•	•
Sales targets	¤	¤	¤	¤	¤
Project management	–	•	–	•	•
Projects	–	•	–	•	•
Project members	–	•	–	•	•
Project Guide	–	•	–	•	•
User defined fields	–	•	–	•	•
Sales management	∘	•	–	–	–
Opportunity and Sales	•	•	–	–	–
Sales Secretary	•	•	–	–	–
Currency support	•	•	–	–	–
Sales Guide	–	•	–	–	–
Sales forecasting	•	•	–	–	–
Sales forecasting on product level	–	•	–	–	–
Stakeholders	–	•	–	–	–
Quote management	–	•	–	–	–
Create quotes	–	•	–	–	–
Products and pricelists	–	•	–	–	–
Quote alternatives and versions	–	•	–	–	–
Quote approvals	–	•	–	–	–
Quote documents					
Requests and service management	–	–	∘	•	–
Ticket management	–	–	•	•	–
Categorization	–	–	•	•	–
User defined fields	–	–	•	•	–
Selections of tickets	–	–	•	•	–
Autoreply and reply templates	–	–	•	•	–
Rule-based auto-assignment to agents	–	–	–	•	–
Escalation and prioritization	–	–	–	•	–
Batch management	–	–	–	•	–
Service Dashboard	–	–	•	•	–
Service statistics	–	–	•	•	–
Detailed change log	–	–	–	•	–
SMS Connector - Service	–	–	–	•	–
Knowledge base	–	–	–	•	–
Knowledge base - FAQs	–	–	–	•	–
Configuration and workflow tools	∘	•	∘	•	∘
User management	•	•	•	•	•
Create and define your own lists	•	•	•	•	•
Group and filtering of lists	•	•	•	•	•
Create and add document templates	•	•	•	•	•
Sales workflows	–	•	–	–	–
Project workflows	–	•	–	•	•
Preferences	•	•	•	•	•
Relabelling	•	•	•	•	•
Import wizard	•	•	•	•	•
User defined fields	•	•	•	•	•
Macro workflows	–	•	–	•	•
Publicly listed apps and integrations	¤	¤	¤	¤	¤
Support and help documentation	•	•	•	•	•
Help Center and Community	•	•	•	•	•
Embedded Help documentation	•	•	•	•	•
Web-based support	•	•	•	•	•
APIs and documentation	•	•	•	•	•

** Some features will activate metered services where usage above what's included may incur overage usage fees.*

ADD-ON PRODUCTS:

Add-on products are available for all Sales, Service and Marketing plans, unless otherwise specified.

CUSTOMER ENGAGEMENT PLATFORM

	Price per month / Total users 1-50	Price per month / Total users 51-150	Price per month / Total users 151-250	Price per month / Total users 251-500	Price per month / Total users 501 +.
CUSTOMER ENGAGEMENT PLATFORM*	**USD 162.85**	**USD 455.99**	**USD 781.71**	**USD 1,221.42**	**USD 1,563.41**
Customer Center	•	•	•	•	•
Customer portal framework	•	•	•	•	•
Multi-language system	•	•	•	•	•
Self-service ticket management	•	•	•	•	•
Self-service Knowledge Base	•	•	•	•	•
Forms	•	•	•	•	•
Chat	•	•	•	•	•
FORMS – STAND-ALONE ADD-ON**	**USD 65.14**	**USD 182.39**	**USD 312.68**	**USD 488.57**	**USD 625.37**
Add forms to your webpages or emails	•	•	•	•	•
Free form template library.	•	•	•	•	•
Double Opt-in and landing pages	•	•	•	•	•
Consent management in Forms	•	•	•	•	•
Forms submissions management with custom actions	•	•	•	•	•
CHAT – STAND ALONE ADD-ON**	**USD 65.14**	**USD 182.39**	**USD 312.68**	**USD 488.57**	**USD 625.37**
Add live chat to your webpages	•	•	•	•	•
Assign chat capabilities to team members	•	•	•	•	•
Define agent availability	•	•	•	•	•
View all available CRM data whilst chatting	•	•	•	•	•
Transfer chat to other agents	•	•	•	•	•
Use FAQs, autoreplies and quick reply templates in chats	•	•	•	•	•

SALES TARGET UNLIMITED

	Priced per site / month
SALES TARGET UNLIMITED***	¤
Unlimited number teams	¤
Unlimited number of users	¤
Set targets against a wide range of target types	¤

**Customer Engagement Platform provides the ability to interact and engage with your customers via many different digital channels and touchpoints. To use all aspects of the Customer Engagement Platform, you also need to use SuperOffice Service plan.*

***Additional pay-per-use (metered) services apply according to consumption of these. Additional customer facing apps may be added using Developments Tools, which would require an active subscription to these in Expander Services.*

*****This add-on is priced per site and expands the features for sales targets included in Sales Premium plans for all users. This add-on is available for the cloud subscription only.*

ADD-ON PRODUCTS:

Add-on products are available for all Sales, Service and Marketing plans, unless otherwise specified.

CALENDAR SYNCHRONIZATION

	Price per user / month
SYNCHRONIZER*	**USD 5.61**
Synchronization with Microsoft 365, Google Workspace and Microsoft Exchange on-premises	●
Two-way synchronization of appointment and tasks	●
Automatic synchronization of contacts	●
Support for Outlook categories/colors	●
GOOGLE SYNCHRONIZER*	**USD 5.61**
Two-way synchronization of appointment and tasks	●
Automatic synchronization of contacts	●

** This add-on is priced per user, and the number of users follows the total number of SuperOffice CRM users, independent upon individual plans selected.*

SUPEROFFICE AI

	Price per site / month
AI PLATFORM*	¤
Activate the AI power embedded in your SuperOffice CRM. The platform service provides admin, provisioning and account management.	¤
AI SERVICES: REQUEST TEXT ANALYSIS**	¤
Sentiment analysis	¤
Language detection	¤
Translation	¤
AI SERVICES: REQUEST CATEGORIZATION**	¤
Categorize service requests based on their content using Machine Learning. Requires implementation services.	¤
CHATBOT CONNECTOR***	¤
Infrastructure, services and APIs for Chatbot support. Requires implementation services. Customizations of this Chatbot connector requires subscription to Development Tools.	¤

** All AI Services require the SuperOffice AI Platform. Additional AI services are optional.*
*** This AI Service also require a subscription to SuperOffice Service.*
**** This AI Service also require a subscription to Customer Engagement Platform or Chat as a stand-alone add-on.*

EXPANDER SERVICES

	Price per site / month
DEVELOPMENT TOOLS, ONLINE	**USD 81.35**
Macro workflows	●
CRMScript**	●
Expander tools	●
Configurable screens	●
Custom Apps**	¤
Development Sandbox Environment	¤
APIS*	●
General purpose APIs	●
ERP Sync and Quote Connection APIS	●
API documentation	●
DATA MIRRORING SERVICES, ONLINE	¤
Mirror a read-only copy of your database onto an external location. Mainly used for the purposes of analytics.	¤
DATABRIDGE**	**USD 110.87**
Import and export anything	●
Set up scheduled integration routines	●
Automatic duplicate handling	●
Multiple formats supported	●
Multiple cloud storage services supported	●
CROSS-DOMAIN IDENTITY MANAGEMENT	¤
Use your current user admin tool to manage users in SuperOffice CRM. Requires Azure Active Directory (Azure AD) or Google. Available upon request.	¤
PRODUCTION SANDBOX ENVIRONMENT	¤
Test tenant in production environment	¤
Automatic update of data	¤

** API usage may be activated by some of the Development Tools in the future.*
*** Additional pay-per-use costs applies to the overage use of Databridge rows.*

THIRD PARTY ADD-ONS

Third-party add-on products are available for all Sales, Service and Marketing plans, unless otherwise specified.

BUSINESS ANALYZE PRODUCTS*	
System wide-licenses	Price per site / month
ANALYZE PLATFORM	**USD 223.21**
A web-based reporting and dasbhoard solution with a set of pre-defined views. Supports reporting on the SuperOffice CRM data source, including user-defined fields. Requires Analyze User licenses.	•
ANALYZE PLATFORM ADDITIONAL DATA SOURCES	**USD 150.65**
Use the Analyze Platform to read from unlimited number of data sources in addition to SuperOffice CRM	•
ANALYZE DEVELOPER	**USD 132.21**
License to develop or make alterations in the data central and your own visualizations. Requires Analyze Platform.	•
*User licenses***	Price per user / month
ANALYZE USER	**USD 29.07**
User license for SuperOffice Analyze. Requires subscription to Analyze Platform.	•
ANALYZE DESIGNER	**USD 86.01**
License to design or edit your own dashboards based on visualization templates. Requires subscription to Analyze Platform.	•
ANALYZE DEVELOPER	**USD 132.21**
License to develop or make alterations in the data central and your own visualizations. Requires Analyze Platform.	•

PAY-PER-USE SERVICES

PAY-PER-USE (METERED) SERVICES							
	Included usage / per month / Total users 1-50	Included usage / per month / Total users 51-150	Included usage / per month / Total users 151-250	Included usage / per month / Total users 251-500	Included usage / per month / Total users 501 +.	Overage usage / Size per package	Price per package / month
DATABRIDGE ROWS	**50,000**	**50,000**	**50,000**	**50,000**	**50,000**	**50,000**	**USD 38.69**

Number of rows. Total volume per month.

ADDITIONAL INFORMATION

Onsite subscription agreement

All SuperOffice products, except databases, are delivered under the SuperOffice CRM Onsite Subscription agreement that includes software service releases, new version releases and access to web-based support FAQs. All prices in this price list are based on annual payment. For more frequent payments, please contact us. See the Onsite Subscription Agreement for details (https://www.superoffice.com/trust-center/agreements/osa/).

Support

Support is included. Support requests are submitted via the support registration form available in the Help menu inside the application, or to our Support center in the SuperOffice Help Center & Community (community.superoffice.com). The Customer is granted free access to the community including our resource center, Learn-the-Essentials user guides, help files and “How-to-videos”. See the SuperOffice Onsite Subscription Agreement for further details.

Payment periods

The prices in this price list are based on annual payment, meaning 1 payment per year (12-month period). We also offer bi-annual (every 6 months), quarterly and monthly payment, at an additional fee.

VAT and price changes

All prices are excluding VAT. Prices and content are subject to change. Information on changes in prices is made according to the SuperOffice Onsite Subscription Agreement.

SuperOffice®

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