

## SUPEROFFICE CRM

### SOFTWARE MAINTENANCE PRICE PLAN (Short name: Buy)

EFFECTIVE JANUARY 1, 2023 – available only for existing customers as of Dec 31, 2021

#### PRICES IN SEK

#### SuperOffice CRM user licenses

##### User plans

| Product name        | Description                                                                                                                   | Price     |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------|
| Sales User Plan     | Contacts, Calendar, Mailings, Segmentation, Reporting, Forecasting, Pipeline management.                                      | 8.491,00  |
| Marketing User Plan | Contacts, Calendar, Mailings, Segmentation, Reporting, Marketing Campaign management, Campaign tracking, Email templates.     | 8.491,00  |
| Service User Plan   | Contacts, Calendar, Mailings, Segmentation, Reporting, Tickets, Prioritizing, Escalation, Social integration, Knowledge base. | 8.491,00  |
| Complete User Plan  | Includes all capabilities of the above user plans.                                                                            | 11.867,00 |

##### User modules

| Product name                                   | Description                                                                                                                                                | Price    |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Pocket CRM                                     | App for mobile devices like Smartphones and Tablets                                                                                                        | 869,00   |
| Quote Management                               | Quote management including products, quotes, discounting integrated with proposal templates and pipeline management. Also runs in the Windows Application. | 1.831,00 |
| Windows Application                            | Windows application with Contacts, Calendar, Email, Segmentation, Reporting, Forecasting, Pipeline management. Addition to the above described user plans. | 609,00   |
| Remote Travel<br>(for the Windows Application) | Enables offline use and remote synchronization.                                                                                                            | 3.529,00 |
| Analyze User*                                  | User license for SuperOffice Analyze and/or SuperOffice Analyze Pro.<br><i>Requires Analyze Server or Analyze Pro Server.</i>                              | 1.831,00 |
| Analyze Designer/Editor*                       | License to design or edit your own dashboards based on visualization templates.<br><i>Requires Analyze Server or Analyze Pro Server.</i>                   | 3.529,00 |
| Analyze Developer*                             | License to develop or make alterations in the data central and your own visualizations. <i>Requires SuperOffice Analyze Pro Server</i>                     | 7.059,00 |

\* This is a 3<sup>rd</sup> party product from Business Analyze AS. The standard SuperOffice software maintenance agreement applies.

## SuperOffice CRM Server Licenses

| Product name                                                                             | Description                                                                                                                                                                                                                                                                                                            | Type of license     | Price     |
|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------|
| CRM Server<br><i>The server application is required for all SuperOffice CRM products</i> | Includes the following: <ul style="list-style-type: none"> <li>• SuperOffice Outlook Mail Link</li> <li>• SuperOffice Ribbons for Microsoft Office</li> <li>• SuperOffice Lotus Notes Link</li> <li>• SuperOffice CRM Server requires a database engine. See further information on database products below</li> </ul> | System wide license | 27.519,00 |
| Area Management                                                                          | Segment your database for individual users or user groups. When sold separately - without Satellite.                                                                                                                                                                                                                   | System wide license | 8.082,00  |
| Satellite                                                                                | Run local databases in additional sites or locations. Includes Area Management and SuperOffice CRM Server license for the Satellite site.                                                                                                                                                                              | Site license        | 24.961,00 |
| Reporter Studio                                                                          | Create and publish custom reports.                                                                                                                                                                                                                                                                                     | System wide license | 13.504,00 |
| SAINT                                                                                    | Online monitoring of customers and projects using powerful visual feedback.                                                                                                                                                                                                                                            | System wide license | 27.519,00 |
| Customer Center                                                                          | Web-based customer center with customer login, tracking of tickets, standard web forms, FAQ/Knowledgebase.                                                                                                                                                                                                             | System wide license | 27.519,00 |
| Synchronizer Lite**                                                                      | Real-time calendar synchronization between your SuperOffice calendar and Outlook, Exchange, hosted Exchange and Office 365. Does not support synchronization of selections and multi domain environments. For 1-15 users.                                                                                              | System wide license | 14.312,00 |
| Synchronizer Standard**                                                                  | Real-time calendar synchronization between your SuperOffice calendar and Outlook, Exchange, hosted Exchange and Office 365. For 1-49 users.                                                                                                                                                                            | System wide license | 30.690,00 |
| Synchronizer Enterprise**                                                                | Real-time calendar synchronization between your SuperOffice calendar and Outlook, Exchange, hosted Exchange and Office 365. 50 + (unlimited) number of users.                                                                                                                                                          | System wide license | 53.196,00 |
| Analyze Server***                                                                        | A Web-based reporting and dashboard solution with a set of pre-defined views. 1 Designer/Editor license included, enabling editing of the reports. Also includes support for including user-defined fields in the reports. Limited to the SuperOffice CRM data source. <i>Requires user licenses.</i>                  | System wide license | 21.432,00 |
| Analyze Pro Server***                                                                    | As Analyze Server, but it also includes 1 Developer license. In addition it can be connected to additional data sources. <i>Requires user licenses.</i>                                                                                                                                                                | System wide license | 69.053,00 |

### License types:

-System wide license: Only one license is required per SuperOffice CRM Server license.

-Site license: One license is required per location. (The main database and individual satellites are separate locations).

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## SuperOffice Expander services

| Product name      | Description                                                                                  | Type of license     | Price     |
|-------------------|----------------------------------------------------------------------------------------------|---------------------|-----------|
| Expander Services | SuperOffice Web Services APIs, customizing tools for Service and Developer Community access. | System wide license | 43.989,00 |

### License types:

-System wide license: Only one license is required per SuperOffice CRM Server license.

-Site license: One license is required per location. (The main database and individual satellites are separate locations).

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## Additional information

### Software maintenance agreement

All products, except databases, are delivered with a mandatory software maintenance agreement that includes software service releases, new version releases and access to web-based support FAQs. The software maintenance is calculated with 21.26% per year of the list price of all purchased SuperOffice products. See the Software Maintenance Agreement for details.

### Support agreement

Customers can enter into an optional support agreement that is offered to dedicated persons in the customer's organization. The support agreement is calculated with 5% per year of the list price of all purchased SuperOffice products. See the Support Agreement for details. All users have free access to SuperOffice Help and Support Center ([community.superoffice.com](https://community.superoffice.com)) within the Service.

### 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 Software Maintenance Agreement.