



SUPEROFFICE CRM

CLOUD SUBSCRIPTION

PRICE LIST

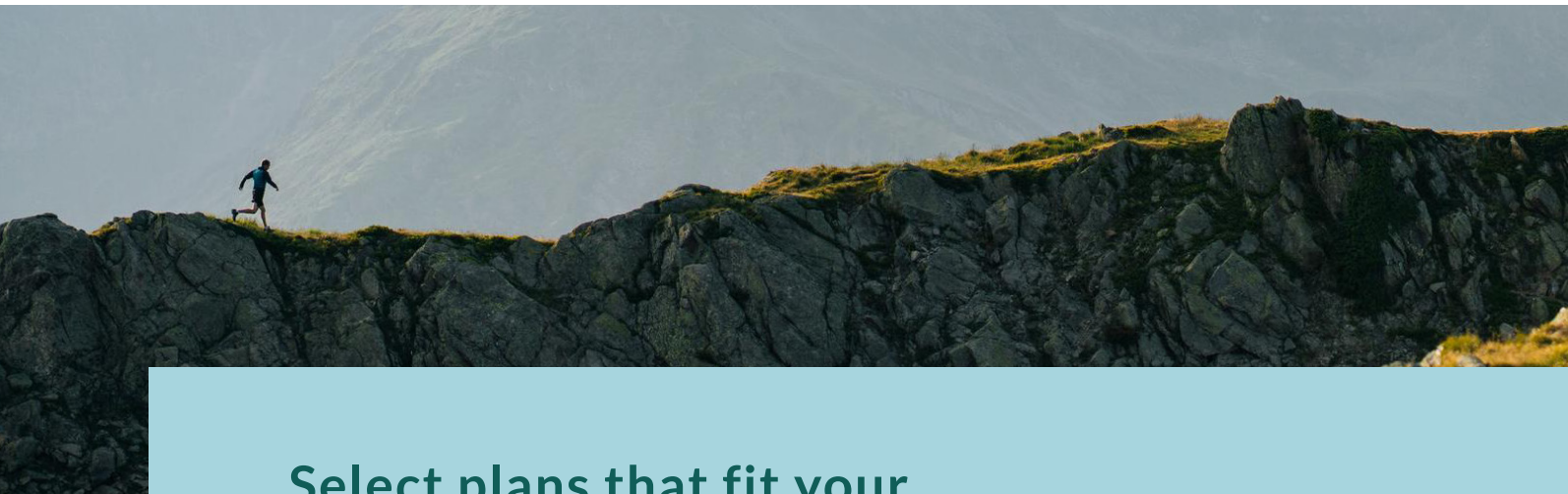


EFFECTIVE OCTOBER 1, 2022 – available for new and existing customers.
PRICES IN DKK – All prices are based on annual billing.

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 subscription 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 licences.

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.

SUPEROFFICE CRM SOLUTIONS

KEY: • Full access to features ◦ Some features available – Feature not available

	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:	DKK 429.00	DKK 600.00	DKK 343.00	DKK 557.00	DKK 1,714.00 + DKK 429.00
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	–	–	•	•	–
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

	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*	DKK 1,071.00	DKK 3,000.00	DKK 5,141.00	DKK 8,034.00	DKK 10,283.00
Customer Center	•	•	•	•	•
Customer portal framework	•	•	•	•	•
Multi-language system	•	•	•	•	•
Self-service ticket management	•	•	•	•	•
Self-service Knowledge Base	•	•	•	•	•
Forms	•	•	•	•	•
Chat	•	•	•	•	•
FORMS – STAND-ALONE ADD-ON**	DKK 429.00	DKK 1,199.00	DKK 2,056.00	DKK 3,214.00	DKK 4,113.00
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**	DKK 429.00	DKK 1,199.00	DKK 2,056.00	DKK 3,214.00	DKK 4,113.00
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	
	Price per site / month
SALES TARGET UNLIMITED***	DKK 976.00
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.

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*	DKK 37.00
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	•

* 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*	DKK 510.00
Activate the AI power embedded in your SuperOffice CRM. The platform service provides admin, provisioning and account management.	•
AI SERVICES: REQUEST TEXT ANALYSIS**	DKK 248.00
Sentiment analysis	•
Language detection	•
Translation	•
AI SERVICES: REQUEST CATEGORIZATION**	DKK 213.00
Categorize service requests based on their content using Machine Learning. Requires implementation services.	•
CHATBOT CONNECTOR***	DKK 510.00
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	DKK 568.00
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	DKK 568.00
Mirror a read-only copy of your database onto an external location. Mainly used for the purposes of analytics.	•
DATABRIDGE**	DKK 729.00
Import and export anything	•
Set up scheduled integration routines	•
Automatic duplicate handling	•
Multiple formats supported	•
Multiple cloud storage services supported	•
CROSS-DOMAIN IDENTITY MANAGEMENT	DKK 568.00
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	Follows pricing per plan and by no. of users required
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.

ADD-ON PRODUCTS:

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

SUPPORT SERVICES		
	Annual base fee	Price per user / month
PREMIUM SUPPORT*	DKK 714.00	DKK 64.00
Extended opening hours Benefit from the extended opening hours from 7 am - 9 pm CET on weekdays and 10 am-8 pm CET on weekends.	●	●
Guaranteed response time For critical requests the guaranteed response time is 1 hour, for medium requests it is 4 hours and for normal requests it is 12 hours.	●	●
Quarterly reporting Receive a quarterly report from SuperOffice on your requests, including a number of tickets and our average response times.	●	●
Follow-up on critical requests** Customers who file a critical request will be offered personal follow-ups until the problem is resolved.	●	●

** Standard Support is included in the online subscription fee and offer digital help documentation via the Customer Help Center and access to web-based support. Once your question is registered you get the support you need via email exchange with our support agents. The Premium Support service is an optional add-on product.*

**** The term "critical" defines any problem where the system fails to perform, making it impossible to work as normal (e.g. users struggle to log in, it is impossible to send mass emails, not allow new requests be registered and similar business critical functions).**

PAY-PER-USE SERVICES

[illegible]

ADDITIONAL INFORMATION

Cloud subscription agreement

All SuperOffice products, except databases, are delivered under the SuperOffice CRM Cloud 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 Cloud Subscription Agreement for details (<https://www.superoffice.com/trust-center/agreements/msa/>).

Support

Standard 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 Cloud Subscription Agreement for further details. Premium Support for enhanced support services is an optional add-on.

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 Cloud Subscription Agreement.

