

# Addendum



## Detailed Price List

VERSION 2010.8.1.1



## Transparency in Pricing

A current version of this document may always be found on the *Resource Center* page at [www.crmontarget.com](http://www.crmontarget.com). The following price list is subject to change without notice. It is our intent to be competitive in our pricing with full transparency; after all, a hidden cost or surprise charge will do nothing to further our relationship with our customers so we make every attempt to fully disclose all costs up front.

## Project Related Work

We provide most projects to our customers on a fixed price basis using a written Statement of Work for each project which contains requirements, deliverables, costs, and timelines. Both CRM OnTarget and its customer sign off on the Statement of Work in advance. Because these projects are delivered on a fixed price basis, deviation from the agreed to Statement of Work requires authorization by both parties.

## Types of Dynamics CRM Deployments

At CRM OnTarget we can deploy Dynamics CRM for our customers in a variety of ways depending on their specific requirements. The most common deployment methods are:

- 1. Microsoft CRM Online**  
The most popular offering is supported by our team which provide implementation services and ongoing support for these implementations that are hosted in Microsoft's data center. While CRM OnTarget handles user support, Microsoft handles technical support and billing. This solution is not suitable for companies who wish to upload third party applications, custom software APIs, or custom reports to the CRM application servers as Microsoft does not allow for this.
- 2. Multi-Tenant**  
Suits customers who want to leverage certified third party applications and benefit from the tremendous power of our shared infrastructure which is load balanced and highly available. Fully customizable and able to use web services without issue. You have the ability to scale without great expense.
- 3. Hyper-V**  
For those customers who need to deploy custom API code or other applications to their Dynamics CRM application servers. A hyper-v instance gives a customer complete administrative control over their application server(s). In most cases, even though a customer is deployed in hyper-v, they can still benefit from the massive power of our shared database servers which are clustered, load balanced, and highly available. When a customer demands administrative control over the SQL database servers, they are deployed in hyper-v as well. There is an associated setup cost with hyper-v in addition to regular monthly fees. Hyper-v also comes into play when a customer has perpetual licensing from Microsoft that is hosted in our data center. CRM OnTarget is responsible for security patches on the operating system of hyper-v servers and the client is responsible for CRM updates and/or patches.
- 4. Single Tenant (Co-located)**  
Sometimes a customer wants to be on their own island. They want nothing to do with shared anything. In these instances, CRM OnTarget deploys dedicated hardware to the client to operate Windows Server, SQL Server, and Dynamics CRM application servers. This price list will give you a rough estimate of the costs associated with single tenant deployment but you will also want to contact us for a specific proposal to meet your requirements.
- 5. Dedicated Multi-Tenant**  
For enterprise customers who are implementing Dynamics CRM across divisions and/or subsidiaries, CRM OnTarget deploys a dedicated multi-tenant environment where the customer can create up to 200 instances of CRM per deployment. This deployment method requires a specific quote; please contact us for more information.



### **“Highly Available”**

This is a very important term that must be understood before you calculate pricing. A ‘Highly Available’ environment has redundancy in all respects; every link in the chain has a backup from telecommunications lines and firewalls to servers and SAN arrays. Not highly available service still meets our SLA of 99.9% uptime but every link does not have a fail over and occasional outages caused by computer technology in general might interrupt things every once in a while. If your company has zero tolerance for ever going offline, you will want to choose a Highly Available service. Our multi-tenant offering is highly available and customers have the option of this level of service in all other types of service we offer.

### **Data Backup**

We conduct daily incremental backups of all servers in the data center. These backup archives are maintained for less than thirty days. This price list includes the option for our customers to login to a secure FTP site and download their data to an out-of-data-center location. Microsoft Data Protection Manager Services are also available when more frequent snapshots of data are required, or when zero data loss protection is necessary. Please contact us for more information about these services.

### **Annual Billing Plan**

You will save 20% by paying your licensing cost annually. This offer is available for our multi-tenant offering only. No refunds or prorating is available.

### **Currency**

All pricing reflects United States Dollars (USD).

### **Monthly Minimums Related to Hyper-V**

There are minimum associated costs when deploying in hyper-v model. CRM OnTarget will charge on a per user basis, or will charge the monthly minimum, whichever is greater.

### **Special Pricing**

Academic and government pricing is available, please contact us for more information.

### **Licensing**

In some cases, licensing is provided by Microsoft or a third party as described in our Service Level Agreement.

### **Updates**

All customer notices about services, updates, maintenance, upgrades, and revised pricing are made via our account at Twitter. Please follow us and subscribe to our RSS feed at <http://twitter.com/crmontarget>.

# Pricing at a Glance



### Multi Tenant Hosted Microsoft Dynamics CRM 4.0

*No setup fee, no minimum users, and no contracts! SPLA licensing provided by third party based on your country.*

Number of Users	Monthly Per User
1-4	\$89
5 - 49	\$69
50 - 249	\$59
250 - 999	\$55
1000+	CALL

### Hyper-V Hosted Microsoft Dynamics CRM 4.0

*\$2,500 setup fee, you have complete admin control of CRM application server without limitation. Minimum monthly charge \$350.*

Number of Users	Monthly Per User
1-4	\$99
5 - 49	\$79
50 - 249	\$69
250 - 999	\$59
1000+	CALL


### Single Tenant Hosted Microsoft Dynamics CRM 4.0

*\$2,795 setup fee; minimum charge of \$695 per month or per user pricing below, whichever is greater. Deployed in special cases only.*

Number of Users	Monthly Per User
1-4	\$150
5 - 49	\$115
50 - 249	\$85
250 - 999	\$75
1000+	CALL

### Add Microsoft Business Productivity Online Suite

*CRM OnTarget will setup service and assist with your company's implementation of BPOS. Includes 24x7 user support.*



**ADD \$10 BPOS**

**Monthly Per User**

- Exchange Online
- SharePoint Online
- Office Communicator
- Office LiveMeeting
- Forefront Security

### BlackBerry

*BlackBerry can be added to your service when you sign up for hosted Dynamics CRM. Prices shown below are per user.*

Item	Cost
Monthly	\$10

### Microsoft CRM Online


*Technical support and system upgrades provided by Microsoft. Platform hosted in compliant Microsoft data centers.*

Item	Cost
CRM Online 4.0 hosted by Microsoft	\$44

### Fast Track Implementation


*These bundled services packages will expedite the deployment of hosted Dynamics CRM and give you immediate benefits including ROI and actionable intelligence. The Fast Track Implementation from CRM OnTarget is available in three versions, see below. [More Information.](#)*

**LEVEL I**




**\$499**

**LEVEL II**



**\$999**

**LEVEL III**



**\$2,999**

## Detailed Price List



Product or Service	1- Time or Each/Unit	NUMBER OF USERS				
		1-4	5-49	50-249	250-999	1000+
<b>Multi-tenant</b> hosted Dynamics CRM 4.0 Enterprise <i>(suitable for most companies/users)</i>	N/A	89	69	59	55	49
<b>Setup fee</b> for multi-tenant instance <i>(there is no setup charge for our primary offering)</i>	0	N/A	N/A	N/A	N/A	N/A
<b>Hyper-v setup</b> (per hyper-v server instance)	2,500	N/A	N/A	N/A	N/A	N/A
Hyper-v Dynamics CRM user, fully licensed, highly available, <b>monthly</b>	N/A	MONTHLY MINIMUM APPLIES	79	69	59	55
Hyper-v Dynamics CRM user, CRM licensing provided by customer, <b>monthly</b>	N/A	MONTHLY MINIMUM APPLIES	64	54	44	40
Microsoft CRM Online, <b>monthly</b>	N/A	N/A	44	44	CALL	CALL
Hyper-v server instance, not highly available, <b>monthly</b>	350	N/A	N/A	N/A	N/A	N/A
Hyper-v server instance, highly available, <b>monthly</b>	600	N/A	N/A	N/A	N/A	N/A
Additional core assigned to any hyper-v instance that exceeds our 50 user per core ratio <i>(for example, if you have 75 users and want three cores, the charge would be 1 x \$2,500 because we would typically only deploy two cores for 75 users)</i>	2,500	N/A	N/A	N/A	N/A	N/A
Additional core assigned to any hyper-v instance that exceeds the 50:1 user ratio, <b>monthly, each</b>	200	N/A	N/A	N/A	N/A	N/A
Single tenant Dynamics CRM, standard, <b>setup</b>	2,795	N/A	N/A	N/A	N/A	N/A
Single tenant Dynamics CRM, per user, <b>monthly</b>	N/A	150	115	85	75	65
<b>Fast Track Implementation</b> <i>(a bundled package of services at a fixed price that includes customization, website integration, training and support; visit our website for more information)</i>	N/A	LEVEL I 499	LEVEL II 999	LEVEL III 2,999	N/A	N/A
<b>FTP setup</b> for off premise backup option <i>(for those customers who want to have the ability to backup their CRM SQL data to a site outside of our data center)</i>	750	N/A	N/A	N/A	N/A	N/A



FTP offsite backup, <b>monthly</b> (for those customers who want to have the ability to backup their CRM SQL data to a site outside of our data center)	<b>250</b>	N/A	N/A	N/A	N/A	N/A
Hyper-v development or test server instance, not highly available, <b>setup</b>	<b>1,875</b>	N/A	N/A	N/A	N/A	N/A
Hosted Microsoft Exchange, <b>setup</b> (CRM customers only; CRM OnTarget does not host Exchange for non-CRM accounts although you may have a mixed ratio; for example 20 CRM users and 100 Exchange users)	<b>500</b>	N/A	N/A	N/A	N/A	N/A
Hosted Microsoft Exchange (CRM customers only), <b>monthly</b> per user	N/A	<b>19</b>	<b>17</b>	<b>16</b>	<b>14</b>	<b>11</b>
Hosted Windows SharePoint Services (CRM customers only), <b>setup</b> fee	<b>500</b>	N/A	N/A	N/A	N/A	N/A
Hosted Windows SharePoint Services (CRM customers only), per user <b>monthly</b>	N/A	<b>9</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>5</b>
Standard co-located dedicated server, Windows Server 2008 Standard, single quad core, 8GB RAM, 100GB HDDx2, RAID 1, <b>setup</b>	<b>2,795</b>	N/A	N/A	N/A	N/A	N/A
Standard co-located dedicated server, fully managed, <b>monthly</b>	<b>695</b>	N/A	N/A	N/A	N/A	N/A
Power account co-located dedicated server, Windows Server 2008 Enterprise, 32GB RAM, 300GB HDDx5, RAID 10, highly available configuration with 4 NIC ports and dual power supply, <b>setup</b> (requires two servers to be highly available)	<b>8,995</b>	N/A	N/A	N/A	N/A	N/A
Power co-located dedicated server, fully managed, <b>monthly</b>	<b>995</b>	N/A	N/A	N/A	N/A	N/A
Blackberry user, <b>setup</b>	N/A	N/A	N/A	N/A	N/A	N/A
Blackberry service, per user, <b>monthly</b>	N/A	<b>10</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>
Dynamics CRM 4.0 Enterprise Server, perpetual license with 2 years Microsoft Software Assurance (license only; see media kit below)	<b>4,999</b>	N/A	N/A	N/A	N/A	N/A
Dynamics CRM 4.0 External Connector, perpetual license	<b>4,999</b>	N/A	N/A	N/A	N/A	N/A
Dynamics CRM 4.0 Media Kit (physical install media)	<b>100</b>	N/A	N/A	N/A	N/A	N/A
Dynamics CRM 4.0 Professional, perpetual license with 2 years Microsoft Software Assurance (license only; see media kit above)	<b>1,055</b>	N/A	N/A	N/A	N/A	N/A



Dynamics CRM 4.0 Professional, read only, perpetual license with 2 years Microsoft Software Assurance <i>(license only; see media kit above)</i>	<b>399</b>	N/A	N/A	N/A	N/A	N/A
Dynamics CRM 4.0 Professional Server, perpetual license with 2 years Microsoft Software Assurance <i>(license only; see media kit above)</i>	<b>2,115</b>	N/A	N/A	N/A	N/A	N/A
Dynamics CRM 4.0 Workgroup Server, perpetual license with 2 years Microsoft Software Assurance <i>(license only; see media kit above)</i>	<b>2,641</b>	N/A	N/A	N/A	N/A	N/A
Hourly Professional Services including project management, consulting, software development, and engineering	<b>175</b>	N/A	N/A	N/A	N/A	N/A
Training: system administrator, up to ten participants, live instructor led online, recorded for future playback on demand	<b>1,295</b>	N/A	N/A	N/A	N/A	N/A
Training: user, up to 22 participants, live instructor led online, recorded for future playback on demand	<b>950</b>	N/A	N/A	N/A	N/A	N/A
Security Certificate - Domain - Annual	<b>325</b>	N/A	N/A	N/A	N/A	N/A
Security Certificate - Wildcard - Annual	<b>929</b>	N/A	N/A	N/A	N/A	N/A
Support Case - Individual	<b>129</b>	N/A	N/A	N/A	N/A	N/A
Support Case - Ten Pack	<b>995</b>	N/A	N/A	N/A	N/A	N/A
Support Case - 100 Pack	<b>7,500</b>	N/A	N/A	N/A	N/A	N/A
Additional 100MB space for Exchange account, per user, <b>monthly</b>	<b>5</b>	N/A	N/A	N/A	N/A	N/A
Microsoft Data Protection Manager, <b>setup</b>	<b>2,750</b>	N/A	N/A	N/A	N/A	N/A
Microsoft Data Protection Manager backup services, <b>monthly</b>	N/A	PLEASE CONTACT US FOR SPECIFIC PRICING				
Annual pricing plan, per user, no refunds or prorating, CRM only, <b>monthly</b>	N/A	<b>63</b>	<b>55</b>	<b>47</b>	N/A	N/A
Annual pricing plan, per user, no refunds or prorating, CRM + Exchange, <b>monthly</b>	N/A	<b>78</b>	<b>69</b>	<b>60</b>	N/A	N/A
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