

Online Support Service

Please note that the below chart describes Quadric Online Support Service based Pricing Model for some exemplary combinations of available Editions and Number of Users to provide you an easy understanding of how Quadric service pricing works. Considering this as benchmark, you can configure your own pricing that can most suitably meet your organizational need

Essential Edition					
Number of Support Person Head - 1		Number of Support Person Head - 2		Number of Support Person Head - 3	
Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month
When Billed Annually	Billed Month to Month	When Billed Annually	Billed Month to Month	When Billed Annually	Billed Month to Month
\$360.00	\$440.00	\$720.00	\$880.00	\$1,080.00	\$1,320.00
10 Web Users		20 Web Users		50 Web Users	
20 Mobile Users		50 Mobile Users		100 Mobile Users	
Issue Resolution SLA (Severity 1 - 8 Hrs, Severity 2 - 16 Hrs and Severity 3 - 24 Hrs)					

Standard Edition					
Number of Support Person Head - 2		Number of Support Person Head - 3		Number of Support Person Head - 5	
Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month
When Billed Annually	Billed Month to Month	When Billed Annually	Billed Month to Month	When Billed Annually	Billed Month to Month
\$890.00	\$1,060.00	\$1,335.00	\$1,590.00	\$2,225.00	\$2,650.00
20 Web Users		50 Web Users		100 Web Users	
50 Mobile Users		100 Mobile Users		200 Mobile Users	
Issue Resolution SLA (Severity 1 - 8 Hrs, Severity 2 - 16 Hrs and Severity 3 - 24 Hrs)					

Professional Edition					
Number of Support Person Head - 3		Number of Support Person Head - 5		Number of Support Person Head - 8	
Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month	Cost Per Month
When Billed Annually	Billed Month to Month	When Billed Annually	Billed Month to Month	When Billed Annually	Billed Month to Month
\$1,425.00	\$1,710.00	\$2,375.00	\$2,850.00	\$3,800.00	\$4,560.00
50 Web Users		100 Web Users		200 Web Users	
100 Mobile Users		200 Mobile Users		400 Mobile Users	
Issue Resolution SLA (Severity 1 - 8 Hrs, Severity 2 - 16 Hrs and Severity 3 - 24 Hrs)					

Terms & Conditions :

1. No feature related change would be considered into the Issue category. However, feature changes would be applied as per product release cycles
2. Issues would be categorised based on priority and severity. However, the SLA would depend on the severity only