

# Pricing Guide

e11 Help Desk



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## Different Pricing Options of e11 Help Desk

When you choose e11 Helpdesk you choose a solution that is:

- **Ready to Use:** You need less than a week to install and use our system. Available in downloadable formats from the website, the software is ready to launch. For your convenience, we also provide installation support.
- **Low Hardware Cost:** Our software does not need you to invest in any high end systems.
- **Owned by You:** You pay a one-time license fee. So there is no hidden recurring cost that you have to pay year after year.
- **24 / 7 Support:** From the time you make a decision to buy our software you get complete support from our experts.

Whether you are 1 person in your organization or you represent a large organization, we have licensing policy to suite your requirements.

## License Fee for solution that you host on your servers

Name	Rep/Admin	Users/ Customers	Cost	Standard Support Fee	Upgrade Fee
3 Rep Pack	3	Unlimited	US \$999	US \$ 150 per year	US \$ 150 per year
10 Rep Pack	10	Unlimited	US \$ 1800	US \$ 200 per year	US \$ 200 per year
20 Rep Pack	20	Unlimited	US \$ 2700	US \$ 300 per year	US \$ 300 per year
50 Rep Pack	50	Unlimited	US \$ 4500	US \$ 500 per year	US \$ 500 per year
100 Rep Pack	100	Unlimited	US \$ 6000	US \$ 700 per year	US \$ 700 per year
Each Additional Rep License	1	Unlimited	US \$ 250		
Unlimited Rep	Unlimited	Unlimited	US \$ 7000	US \$ 1000 per year	US \$ 1000 per year

### Notes:

- Representative (Rep/Admin) is defined as your company/department staff member involved in replying to a ticket/request or incoming query. We don't base license on the number of users/customers who will be generating tickets.
- You can upgrade from one pack to another by paying the differential amount in License, Support and Upgrades Fee.
- Support and Upgrade packages are optional.

## Hosted Solution: We host and Maintain for you!

Name	6 Month Pre Paid	3 Month Pre Paid	Hosted Space Allocation
3 Rep Pack	US \$ 100 per Month	US \$ 125 per Month	75 MB per Rep
10 Rep Pack	US \$ 150 per Month	US \$ 200 per Month	100 MB per Rep
15 Rep Pack	US \$ 250 per Month	US \$ 300 per Month	100 MB per Rep

## Support Packages

	Duration	Medium	Tickets	Response Time (Maximum)	Resolution Time (Maximum)	Availability	Price	Named Account Manager
<b>Standard</b>	1 Year	Email, Web Support & Phone (As per the EULA)	15 per month (First month- Unlimited Tickets)	8 Hrs	30 Hrs	12 AM EST - 8 PM EST. 5 Days a week	\$150- \$1000 (As described above)	No
<b>Extended</b>	1 Year	Email, Phone, Web Support	40 per month (First month- Unlimited Tickets)	4 Hrs	12 Hrs	24 x 7, 365 days	\$ 2000	Yes
<b>Case to Case</b>		Email, Web Support		12 Hours	30 Hours	12 AM EST - 5 PM EST, 5 Days a week	\$ 30	No

## Optional Services

Services	Description	Price
Telephone Training	Training is customized as per your requirements	US \$ 100 per hour
Installation Support	We installed the pre required software on your server and install e11 help desk	US \$ 400
Customization	If you require changes in the software that require us to new module or features in the application, you can request by filling in software change request form. Once the change request form is approved, we charge on the basis of per man day	US \$ 250 per man day
Consulting, Work Flow Customization Implementation Services	Our Professional Services team supports your help desk implementation every step of the way. To achieve this goal, we combined our technology expertise and business consulting services experience to provide you with Implementation and Integration Services.	US \$ 75 per Hour. Travel (From Nearest office), Boarding & Lodging as per actual.

## THREE STEPS TO GET STARTED

1. **Select the Software option that suits your needs from above**
2. **Get in touch with our representative** ([live chat](#) / [telephone](#) / [email](#)) or [sign up for the demo](#).
3. **Take the delivery.** You can do an immediate download for no additional cost.

## ACADEMIC VERSION

e11 helpdesk development involved academicians, developers and students. As a respect to the great universities where we have undertaken our education, Value One offers academic discounts to Universities, colleges and schools (Or Departments). Value One offers 35% discount on '50 Rep Pack' and above versions of e11 help desk.

### Note

- Schools - All elementary, middle and high schools (K-12 schools); vocational and technical schools; correspondence schools, including Internet correspondence schools, and all colleges, including junior and community colleges, and universities.
- You can avail academic discount only for use of e11 for non commercial purposes.
- After placing an order, buyers must fax to e11 verification of your status of being one of the above. For verification please mail or fax to us a valid School /college/university Purchase Order.
- The above prices do not include yearly support and upgrades.
- Software licenses can be renewed on an annual basis contingent on reconfirmation of eligibility.
- Academic Edition software is exactly the same as the full-retail version product except for licensing and use restrictions.