



Extending the industry focus and functionality of **Microsoft Dynamics CRM**

c360 SOLUTIONS PRICING GUIDE

c360 Product pricing is listed below. Licensing is per user and company must have as many c360 licenses as the number of active Microsoft CRM licenses. For example, an organization that owns 100 Microsoft CRM licenses but has assigned only 25 to users need only buy 25 c360 licenses.

Volume discounting can be applied to organizations with over 30 users. Please contact sales@c360.com for more information.

c360 Product pricing includes product license and 1st year product support (*effective from date of initial purchase) and new releases per the [c360 Solutions Software License Agreement](#).

Products with a (*) require a remote installation – fees are listed below

Productivity Pack Pricing

Product Pack	Individual Products included	List Price
c360 Productivity Pack - Core	Alerts Console Multi-Field Search Record Editor Relationship Explorer/Charting SharePoint Integration Summary	\$95/CRM license
c360 Productivity Pack - Sales*	Forecast Manager Web Connect	\$35/CRM license
c360 Productivity Pack - Service	Email To Case My Workplace	\$35/CRM license



Additional Product Pricing

Product	List Price
c360 Address Validation	\$25/CRM License
c360 Advanced Quote Processing	\$1,500.00 server fee + named user licenses: \$400 – Quote and Order Processing \$250 – Quote Processing
c360 Audit	\$3500 server fee* + \$125/CRM license Includes c360 assisted installation
c360 CTI	\$745/Server (includes 5 user licenses) + \$135/user
c360 Documents Pack	\$65/CRM license
c360 E-Marketing	Pricing starts at \$250/month Detailed Pricing Guide Discounts available for pre-paid 12-month contract
c360 Explorer	\$1495 Service Fee + \$35/ CRM license
c360 Reminder	\$10/CRM license *through June 30 th , 2010
c360 Field Level Security	\$95/CRM license
c360 Field Level Security Offline Client	\$1495/CRM Organization
c360 Group Calendar	\$65/CRM license
c360 Import Manager	Full Edition Unlimited Users: \$2,900 Upgrade to Full Edition : \$995 Demo/Testing License \$1450 unlimited users (Must purchase a standard product license to purchase the testing/demo license.)



c360 IT Service Management	<p>ITSM Starter Pack* \$2,495 - base \$3,495 – bundle</p> <p>Named User \$375 – base \$750 - bundle 4 user minimum</p> <p>*Starter Pack includes: ITSM license, Remote Installation Assistance, 4 named-users.</p>
c360 Multi-Forms	<p>\$65/CRM license *Through March 31st, 2010</p>

Industry Solution Pricing

Product	List Price
c360 High-Tech Productivity Pack	<p>\$195/CRM license</p>
c360 IT Service Management	<p>ITSM Starter Pack* \$5,995 - base \$7,595 – bundle</p> <p>Named User \$1295 – base \$1695 - bundle 4 user minimum</p> <p>*Starter Pack includes: ITSM license, Remote Installation Assistance, 4 named-users.</p>
c360 Financial Services Pack	<p>\$3500 server fee* + \$275/CRM license</p> <p>*Includes initial installation of the Audit product on up to two environments</p>

c360 High-Tech notes

There is a 10-license minimum for purchases of c360 High-Tech. The same support and installation rules apply to the Customer Portal component of c360 High-Tech. See the section titled 'Important Customer Portal Installation Information' for details.

Portal Pricing

Product	List Price
c360 Customer Portal	



	\$95/CRM license
c360 Customer Portal Starter Pack	\$1945 (Includes 10 licenses + Remote Installation Assistance)

Portal licensing notes

There is a 10-license minimum for purchases of the Customer Portal. Customer Portal pricing is based on the number of active Microsoft CRM licenses regardless of how many customers will be accessing the Customer Portal. Customer Portal requires a single Microsoft CRM license so that the Customer Portal can access Microsoft CRM. The Customer Portal does not create additional entries/users in Active Directory. Microsoft requires that applications that update data from outside CRM purchase a Microsoft CRM External Connector license.

Important Customer Portal Installation Information

The cost of the Portal includes new releases for a period of one year from initial purchase date. In addition, the cost of the Portal includes direct technical assistance with any product defects. **The cost of the Portal does not cover installation related questions or administrative and user training.** These services can be provided by c360 at an additional fee (see <http://store.yahoo.com/c360/customerportal.html> to purchase) or can be provided by a c360 Portal Certified Partner. **c360 strongly encourages the use of a c360 Portal Certified Partner to implement the Customer Portal.** Contact Sales@c360.com to be referred to a c360 Portal Certified Partner if you are not already working with one. Fees for c360-provided training webinars are listed below:

- Portal Administrative Training Webinar: **\$395** (one time fee for a single scheduled administrative training webinar by a c360 technician)

SDK / Development Tools Pricing

Product	List Price
c360 SDK Runtime License	\$35/CRM license
c360 CRM Integration Pack	\$60/CRM license
c360 SDK Training	\$995/Project
c360 SDK Development Assistance	\$150/Hour

Remote Installation Pricing
(one-time fee per server instance)

Product	List Price
c360 Explorer Remote Installation Assistance	



	\$995
<u>c360 Web Connect Remote Installation Assistance</u>	\$995
<u>c360 Audit Remote Installation Assistance</u>	\$995
<u>c360 ITSM Remote Installation Assistance</u>	\$995
<u>c360 Customer Portal Remote Installation Assistance</u>	\$995

Extended Support

Support will be extended to one year from date of upgrade.

Support and New Releases

(Productivity Packs only - See [SDK](#) materials for c360 SDK Support and maintenance information) Customers that purchase a c360 Productivity Pack are entitled to support and new releases of the purchased product(s) for one year from the time of purchase of the initial product licenses. Subsequent purchases of additional licenses of the same product fall under the terms of the initial purchase. After one year from initial purchase, Client may purchase annual support contracts at 20% of list price of all c360 products owned at time of maintenance renewal. c360 support is subject to the terms and conditions of the [c360 Solutions Software License Agreement](#).

Effective Dates

Pricing Effective November 16, 2010.