New York State Office of General Services Procurement Services Group Pricing for Exagrid Submission for NYS Contract Group 75050 - Award 22016 - Contract PT65050



Part#	ExaGrid NYS Pricing	Old ExaGrid List	New ExaGrid List	Discount	Old NYS Product Price	New NYS Product Price	Part #	Old NYS Maint. & Support 5x8 1-year	New NYS Maint. & Support 5x8 1-year	Part #	Old NYS Maint. & Support 7x24 1-year	New NYS Maint. & Support 7x24 1-year
	Single Site System											
X2-1TB-S1	1 TB of Customer Data	\$14,900	\$14,900	18.0%	\$12,218	\$12,218	EX2-1TBSS1YR-MS-S	\$1,832.70	\$1,832.70	EX2-1TBSS1YR-MS-P	\$2,810.14	\$2,810.14
X2-2TB-S1	2 TB of Customer Data	\$22,900	\$22,900	18.0%	\$18,778	\$18,778	EX2-2TBSS1YR-MS-S	\$2,816.70	\$2,816.70	EX2-2TBSS1YR-MS-P	\$4,318.94	\$4,318.94
X2-3TB-S1	3 TB of Customer Data	\$29,900	\$29,900	18.0%	\$24,518	\$24,518	EX2-3TBSS1YR-MS-S	\$3,677.70	\$3,677.70	EX2-3TBSS1YR-MS-P	\$5,639.14	\$5,639.14
X2-4TB-S1	4 TB of Customer Data	\$35,900	\$34,900	18.0%	\$29,438	\$28,618	EX2-4TBSS1YR-MS-S	\$4,415.70	\$4,292.70	EX2-4TBSS1YR-MS-P	\$6,770.74	\$6,582.14
X2-5TB-S1	5 TB of Customer Data	\$42,900	\$39,900	18.0%	\$35,178	\$32,718	EX2-5TBSS1YR-MS-S	\$5,276.70	\$4,907.70	EX2-5TBSS1YR-MS-P	\$8,090.94	\$7,525.14
X2-10TB-S1	10 TB of Customer Data	\$69,900	\$65,900	18.0%	\$57,318	\$54,038	EX2-10TBSS1YR-MS-S	\$8,597.70	\$8,105.70	EX2-10TBSS1YR-MS-P	\$13,183.14	\$12,428.74
X2-12TB-S1	12 TB of Customer Data	\$81,900	\$77,900	18.0%	\$67,158	\$63,878	EX2-12TBSS1YR-MS-S	\$10,073.70	\$9,581.70	EX2-12TBSS1YR-MS-P	\$15,446.34	\$14,691.94
X2-15TB-S1	15 TB of Customer Data	\$99,900	\$94,900	18.0%	\$81,918	\$77,818	EX2-15TBSS1YR-MS-S	\$12,287.70	\$11,672.70	EX2-15TBSS1YR-MS-P	\$18,841.14	\$17,898.14
X2-20TB-S1	20 TB of Customer Data	\$129,900	\$109,900	18.0%	\$106,518	\$90,118	EX2-20TBSS1YR-MS-S	\$15,977.70	\$13,517.70	EX2-20TBSS1YR-MS-P	\$24,499.14	\$20,727.14
X2-25TB-S1	25 TB of Customer Data	\$159,900	\$129,900	18.0%	\$131,118	\$106,518	EX2-25TBSS1YR-MS-S	\$19,667.70	\$15,977.70	EX2-25TBSS1YR-MS-P	\$30,157.14	\$24,499.14
X2-30TB-S1	30 TB of Customer Data	\$179,900	\$145,900	18.0%	\$147,518	\$119,638	EX2-30TBSS1YR-MS-S	\$22,127.70	\$17,945.70	EX2-30TBSS1YR-MS-P	\$33,929.14	\$27,516.74
X2-40TB-S1	40 TB of Customer Data	\$230,900	\$192,900	18.0%	\$189,338	\$158,178	EX2-40TBSS1YR-MS-S	\$28,400.70	\$23,726.70	EX2-40TBSS1YR-MS-P	\$43,547.74	\$36,380.94
X2-50TB-S1	50 TB of Customer Data	\$279,900	\$239,900	18.0%	\$229,518	\$196,718	EX2-50TBSS1YR-MS-S	\$34,427.70	\$29,507.70	EX2-50TBSS1YR-MS-P	\$52,789.14	\$45,245.14
X2-60TB-S1	60 TB of Customer Data	\$329,900	\$285,900	18.0%	\$270,518	\$234,438	EX2-60TBSS1YR-MS-S	\$40,577.70	\$35,165.70	EX2-60TBSS1YR-MS-P	\$62,219.14	\$53,920.74
X2-70TB-S1	70 TB of Customer Data	\$370,900	\$329,900	18.0%	\$304,138	\$270,518	EX2-70TBSS1YR-MS-S	\$45,620.70	\$40,577.70	EX2-70TBSS1YR-MS-P	\$69,951.74	\$62,219.14
X2-80TB-S1	80 TB of Customer Data	\$410,900	\$369,900	18.0%	\$336,938	\$303,318	EX2-80TBSS1YR-MS-S	\$50,540.70	\$45,497.70	EX2-80TBSS1YR-MS-P	\$77,495.74	\$69,763.14
X2-90TB-S1	90 TB of Customer Data	\$450,900	\$409,900	18.0%	\$369,738	\$336,118	EX2-90TBSS1YR-MS-S	\$55,460.70	\$50,417.70	EX2-90TBSS1YR-MS-P	\$85,039.74	\$77,307.14
X2-100TB-S1	100 TB of Customer Data	\$499,900	\$449,900	18.0%	\$409,918	\$368,918	EX2-100TBSS1YR-MS-S	\$61,487.70	\$55,337.70	EX2-100TBSS1YR-MS-P	\$94,281.14	\$84,851.14
VO 400 004	10Gigabite Ethernet Dual Port-	00.005	00.005	10.00/	* 0.070	* 0.070		0 404.00	0 404 00		0504.00	A750.40
X2-10G-2PA	Add on	\$3,995	\$3,995	18.0%	\$3,276	\$3,276	EX2-10G-2PA1YR-MS-S	\$491.39	\$491.39	EX2-10G-2PA1YR-MS-P	\$564.86	\$753.46
	10Gigabite Ethernet Dual Port-	¢0.005	¢0.005	40.00/	\$3,276	¢0.070	EVO 400 ODUAVO MO O	£404.00	6404.00		\$504.00	\$750.40
X2-10G-2PU	Upgrade	\$3,995	\$3,995	18.0%	\$3,276	\$3,276	EX2-10G-2PU1YR-MS-S	\$491.39	\$491.39	EX2-10G-2PU1YR-MS-P	\$564.86	\$753.46
X2-10S-2PA	10 Gigabit Ethernet Dual Port SFP+ Multi-mode - Add on	\$7,999	\$7.999	18.0%	\$6,559	\$6,559	EX2-10S-2PA1YR-MS-S	\$983.88	\$983.88	EX2-10S-2PA1YR-MS-P	\$1,508.61	\$1,508.61
AZ-103-2FA	10 Gigabit Ethernet Dual Port	\$7,999	\$7,999	10.0%	\$0,009		EX2-103-2PATTR-103-3	\$903.00	\$903.00	EA2-103-2PATTR-WIS-P	φ1,500.01	۱۵.۵UC, ۱ چ
X2-10S-2PU	SFP+ Multi-mode - Upgrade	\$7,999	\$7.999	18.0%	\$6,559	\$6,559	EX2-10S-2PU1YR-MS-S	\$983.88	\$983.88	EX2-10S-2PU1YR-MS-P	\$1,508.61	\$1,508.61
<u>.72-103-2PU</u>	SFF+ Multi-mode - Opgrade	φ1,999	φ1, 355	10.076	φ0,55 5	φ0,33 3	EX2-103-2F011R-103-3	\$903.00	φ 9 03.00	EX2-103-2F011R-W3-F	φ1,500.01	φ1,506.01
	Two Site System											
X2-1TB-DS	1 TB of Customer Data	\$29,800	\$29,800	18.0%	\$24,436	\$24,436	EX2-1TBDS1YR-MS-S	\$3,665.40	\$3,665.40	EX2-1TBDS1YR-MS-P	\$5,620.28	\$5,620.28
X2-11B-DS X2-2TB-DS	2 TB of Customer Data	\$45,800	\$45,800	18.0%	\$37,556	\$37,556	EX2-2TBDS1YR-MS-S	\$5,633.40	\$5,633.40	EX2-2TBDS1YR-MS-P	\$8,637.88	\$3,620.28
X2-3TB-DS	3 TB of Customer Data	\$59,800	\$59,800	18.0%	\$49,036	\$49,036	EX2-3TBDS1YR-MS-S	\$7,355.40	\$7,355.40	EX2-3TBDS1YR-MS-P	\$11,278.28	\$11,278.28
X2-4TB-DS	4 TB of Customer Data	\$71,800	\$69,800	18.0%	\$58,876	\$57,236	EX2-4TBDS1YR-MS-S	\$8.831.40	\$8,585,40	EX2-4TBDS1YR-MS-P	\$13,541.48	\$13,541,48
X2-5TB-DS	5 TB of Customer Data	\$85,800	\$79,800	18.0%	\$70.356	\$65,436	EX2-5TBDS1YR-MS-S	\$10,553.40	\$9,815.40	EX2-4TBDS1TR-MS-P EX2-5TBDS1YR-MS-P	\$16,181,88	\$16,181,88
X2-31D-D-0 X2-10TB-DS	10 TB of Customer Data	\$139,800	\$131,800	18.0%	\$114,636	\$108,076	EX2-10TBDS1YR-MS-S	\$17,195.40	\$16,211.40	EX2-10TBDS1YR-MS-P	\$26,366.28	\$26,366.28
X2-12TB-DS	12 TB of Customer Data	\$163,800	\$155,800	18.0%	\$134,316	\$127,756	EX2-12TBDS1YR-MS-S	\$20,147.40	\$19,163.40	EX2-12TBDS1YR-MS-P	\$30,892.68	\$30,892.68
(2-15TB-DS	15 TB of Customer Data	\$199,800	\$189,800	18.0%	\$163,836	\$155,636	EX2-15TBDS1YR-MS-S	\$24,575.40	\$23,345,40	EX2-15TBDS1YR-MS-P	\$37,682.28	\$37.682.28
K2-20TB-DS	20 TB of Customer Data	\$259,800	\$219,800	18.0%	\$213,036	\$180,236	EX2-20TBDS1YR-MS-S	\$31,955.40	\$27,035.40	EX2-20TBDS1YR-MS-P	\$48,998.28	\$48,998.28
(2-25TB-DS	25 TB of Customer Data	\$319,800	\$259,800	18.0%	\$262,236	\$213,036	EX2-25TBDS1YR-MS-S	\$39,335.40	\$31,955.40	EX2-25TBDS1YR-MS-P	\$60,314.28	\$60,314.28
X2-30TB-DS	30 TB of Customer Data	\$359,800	\$291,800	18.0%	\$295.036	\$239,276	EX2-30TBDS1YR-MS-S	\$44,255,40	\$35,891,40	EX2-30TBDS1YR-MS-P	\$67,858.28	\$67.858.28
X2-40TB-DS	40 TB of Customer Data	\$461,800	\$385,800	18.0%	\$378,676	\$316,356	EX2-40TBDS1YR-MS-S	\$56,801.40	\$47,453.40	EX2-40TBDS1YR-MS-P	\$87,095.48	\$87,095.48
X2-50TB-DS	50 TB of Customer Data	\$559,800	\$479,800	18.0%	\$459,036	\$393,436	EX2-50TBDS1YR-MS-S	\$68,855.40	\$59,015.40	EX2-50TBDS1YR-MS-P	\$105,578.28	\$105,578.28
X2-60TB-DS	60 TB of Customer Data	\$659,800	\$571,800	18.0%	\$541,036	\$468,876	EX2-60TBDS1YR-MS-S	\$81,155.40	\$70,331.40	EX2-60TBDS1YR-MS-P	\$124,438.28	\$124,438.28
	70 TB of Customer Data	\$741,800	\$659,800	18.0%	\$608,276	\$541,036	EX2-70TBDS1YR-MS-S	\$91,241.40	\$81,155.40	EX2-70TBDS1YR-MS-P	\$139,903.48	\$139,903.48
AZ-701D-D3	80 TB of Customer Data	\$821,800	\$739,800	18.0%	\$673,876	\$606,636	EX2-80TBDS1YR-MS-S	\$101,081.40	\$90,995.40	EX2-80TBDS1YR-MS-P	\$154,991.48	\$154,991.48
				18.0%	\$739,476	\$672,236	EX2-90TBDS1YR-MS-S	\$110,921.40	\$100,835.40	EX2-90TBDS1YR-MS-P	\$170,079.48	\$170,079.48
X2-80TB-DS	90 TB of Customer Data	\$901,800	\$819,800	10.0%								
X2-80TB-DS X2-90TB-DS		\$901,800 \$999,800	\$819,800 \$899,800	18.0%	\$819,836	\$737,836	EX2-100TBDS1YR-MS-S	\$122,975.40	\$110,675.40	EX2-100TBDS1YR-MS-P	\$188,562.28	\$188,562.28
X2-80TB-DS X2-90TB-DS	90 TB of Customer Data 100 TB of Customer Data	\$999,800			\$819,836		EX2-100TBDS1YR-MS-S		\$110,675.40	EX2-100TBDS1YR-MS-P	\$188,562.28	\$188,562.28
X2-80TB-DS X2-90TB-DS X2-100TB-DS	90 TB of Customer Data 100 TB of Customer Data Optional Installation and T	\$999,800 raining			\$819,836 List	\$737,836	EX2-100TBDS1YR-MS-S	NYS Price		EX2-100TBDS1YR-MS-P	\$188,562.28	\$188,562.28
X2-70TB-DS X2-80TB-DS X2-90TB-DS X2-100TB-DS X2-100TB-DS X2-SINGLESITE-INSTALL X2-TWOSITE-INSTALL	90 TB of Customer Data 100 TB of Customer Data	\$999,800 raining training			\$819,836		EX2-100TBDS1YR-MS-S		\$110,675.40 \$2,129.11 \$4,259.34	EX2-100TBDS1YR-MS-P	\$188,562.28	\$188,562.28

Maintenance and Support

Note: Maintenance and support is calculated and paid as a percentage of the actual price paid for the system (paid up-front, yearly)

Point releases

Full version releases Phone support (5x8) - 2 hour business day response Email support (5x8) - 2 hour business day response Alert notification and remote reconciliation

HW repair: replacement part shipped for next business day delivery (customer replace)



SYSTEMS

Maintenance and Support Renewal Pricing

			Old NYS Maint. & Support 5x8	New NYS Maint. & Support 5x8		Old NYS Maint. & Support	New NYS Maint. & Support
Part #	ExaGrid NYS Pricing	Part #	1-year	1-year	Part #	7x24 1-year	7x24 1-year
	Single Site System		-			-	
EX2-1TB-S1	1 TB of Customer Data	EX2-1TBSS1YR-MS-S-RNWL	\$1,942.66	\$1,942.66	EX2-1TBSS1YR-MS-P-RNWL	\$2,637.28	\$2,637.28
EX2-2TB-S1	2 TB of Customer Data	EX2-2TBSS1YR-MS-S-RNWL	\$2,985.70	\$2,985.70	EX2-2TBSS1YR-MS-P-RNWL	\$4,053.27	\$4,053.27
EX2-3TB-S1	3 TB of Customer Data	EX2-3TBSS1YR-MS-S-RNWL	\$3,898.36	\$3,898.36	EX2-3TBSS1YR-MS-P-RNWL	\$5,292.26	\$5,292.26
EX2-4TB-S1	4 TB of Customer Data	EX2-4TBSS1YR-MS-S-RNWL	\$4,680.64	\$4,550.26	EX2-4TBSS1YR-MS-P-RNWL	\$6,354.26	\$6,181.49
EX2-5TB-S1	5 TB of Customer Data	EX2-5TBSS1YR-MS-S-RNWL	\$5,593.30	\$5,202.16	EX2-5TBSS1YR-MS-P-RNWL	\$7,593.25	\$7,067.09
EX2-10TB-S1	10 TB of Customer Data	EX2-10TBSS1YR-MS-S-RNWL	\$9,113.56	\$8,592.04	EX2-10TBSS1YR-MS-P-RNWL	\$12,372.22	\$11,672.21
EX2-12TB-S1	12 TB of Customer Data	EX2-12TBSS1YR-MS-S-RNWL	\$10,678.12	\$10,156.60	EX2-12TBSS1YR-MS-P-RNWL	\$14,695.87	\$13,797.65
EX2-15TB-S1	15 TB of Customer Data	EX2-15TBSS1YR-MS-S-RNWL	\$13,024.96	\$12,373.06	EX2-15TBSS1YR-MS-P-RNWL	\$17,682.18	\$16,808.69
EX2-20TB-S1	20 TB of Customer Data	EX2-20TBSS1YR-MS-S-RNWL	\$16,936.36	\$14,328.76	EX2-20TBSS1YR-MS-P-RNWL	\$22,992.14	\$19,465.49
EX2-25TB-S1	25 TB of Customer Data	EX2-25TBSS1YR-MS-S-RNWL	\$20,847.76	\$16,936.36	EX2-25TBSS1YR-MS-P-RNWL	\$28,691.94	\$23,327.44
EX2-30TB-S1	30 TB of Customer Data	EX2-30TBSS1YR-MS-S-RNWL	\$23,455.36	\$19,022.44	EX2-30TBSS1YR-MS-P-RNWL	\$32,280.68	\$26,200.72
EX2-40TB-S1	40 TB of Customer Data	EX2-40TBSS1YR-MS-S-RNWL	\$30,104.74	\$25,150.30	EX2-40TBSS1YR-MS-P-RNWL	\$41,431.96	\$34,640.98
EX2-50TB-S1	50 TB of Customer Data	EX2-50TBSS1YR-MS-S-RNWL	\$36,493.36	\$31,278.16	EX2-50TBSS1YR-MS-P-RNWL	\$50,224.36	\$43,081.24
EX2-60TB-S1	60 TB of Customer Data	EX2-60TBSS1YR-MS-S-RNWL	\$43,012.36	\$37,275.64	EX2-60TBSS1YR-MS-P-RNWL	\$59,196.20	\$51,341.92
EX2-70TB-S1	70 TB of Customer Data	EX2-70TBSS1YR-MS-S-RNWL	\$48,357.94	\$43,012.36	EX2-70TBSS1YR-MS-P-RNWL	\$66,553.11	\$59,243.44
EX2-80TB-S1	80 TB of Customer Data	EX2-80TBSS1YR-MS-S-RNWL	\$53,573.14	\$48,227.56	EX2-80TBSS1YR-MS-P-RNWL	\$73,730.58	\$66,426.64
EX2-90TB-S1	90 TB of Customer Data	EX2-90TBSS1YR-MS-S-RNWL	\$58,788.34	\$53,442.76	EX2-90TBSS1YR-MS-P-RNWL	\$80,908.05	\$73,609.84
EX2-100TB-S1	100 TB of Customer Data	EX2-100TBSS1YR-MS-S-RNWL	\$65,176.96	\$58,657.96	EX2-100TBSS1YR-MS-P-RNWL	\$89,700.46	\$80,793.04
EX2-10G-2PA	10Gigabite Ethernet Dual Port- Add on	EX2-10G-2PA2YR-MS-S-RNWL	\$390.49	\$520.87	EX2-10G-2PA1YR-MS-P-RNWL	\$547.64	\$547.08
	10Gigabite Ethernet Dual Port-					-	
EX2-10G-2PU	Upgrade	EX2-10G-2PU2YR-MS-S-RNWL	\$390.49	\$520.87	EX2-10G-2PU1YR-MS-P-RNWL	\$547.64	\$547.08
	10 Gigabit Ethernet Dual Port						
EX2-10S-2PA	SFP+ Multi-mode - Add on	EX2-10S-2PA1YR-MS-S-RNWL	\$1,042.91	\$1,042.91	EX2-10S-2PA1YR-MS-P-RNWL	\$1,462.70	\$1,462.70
	10 Gigabit Ethernet Dual Port						
EX2-10S-2PU	SFP+ Multi-mode - Upgrade	EX2-10S-2PU1YR-MS-S-RNWL	\$1,042.91	\$1,042.91	EX2-10S-2PU1YR-MS-P-RNWL	\$1,462.70	\$1,462.70
	Two Site System						
EX2-1TB-DS	1 TB of Customer Data	EX2-1TBDS1YR-MS-S-RNWL	\$3,885.32	\$3,885.32	EX2-1TBDS1YR-MS-P-RNWL	\$5,274.56	\$5,274.56
EX2-2TB-DS	2 TB of Customer Data	EX2-2TBDS1YR-MS-S-RNWL	\$5,971.40	\$5,971.40	EX2-2TBDS1YR-MS-P-RNWL	\$8,106.55	\$8,106.55
EX2-3TB-DS	3 TB of Customer Data	EX2-3TBDS1YR-MS-S-RNWL	\$7,796.72	\$7,796.72	EX2-3TBDS1YR-MS-P-RNWL	\$10,584.53	\$10,584.53
EX2-4TB-DS	4 TB of Customer Data	EX2-4TBDS1YR-MS-S-RNWL	\$9,361.28	\$9,100.52	EX2-4TBDS1YR-MS-P-RNWL	\$12,708.51	\$12,362.98
EX2-5TB-DS	5 TB of Customer Data	EX2-5TBDS1YR-MS-S-RNWL	\$11,186.60	\$10,404.32	EX2-5TBDS1YR-MS-P-RNWL	\$15,186.50	\$14,134.18
EX2-10TB-DS	10 TB of Customer Data	EX2-10TBDS1YR-MS-S-RNWL	\$18,227.12	\$17,184.08	EX2-10TBDS1YR-MS-P-RNWL	\$24,744.43	\$23,344.42
EX2-12TB-DS	12 TB of Customer Data	EX2-12TBDS1YR-MS-S-RNWL	\$21,356.24	\$20,313.20	EX2-12TBDS1YR-MS-P-RNWL	\$29,391.75	\$27,595.30
EX2-15TB-DS	15 TB of Customer Data	EX2-15TBDS1YR-MS-S-RNWL	\$26,049.92	\$24,746.12	EX2-15TBDS1YR-MS-P-RNWL	\$35,364.36	\$33,617.38
EX2-20TB-DS	20 TB of Customer Data	EX2-20TBDS1YR-MS-S-RNWL	\$33,872.72	\$28,657.52	EX2-20TBDS1YR-MS-P-RNWL	\$45,984.29	\$38,930.98
EX2-25TB-DS	25 TB of Customer Data	EX2-25TBDS1YR-MS-S-RNWL	\$41,695.52	\$33,872.72	EX2-25TBDS1YR-MS-P-RNWL	\$57,383.89	\$46,654.88
EX2-30TB-DS	30 TB of Customer Data	EX2-30TBDS1YR-MS-S-RNWL	\$46,910.72	\$38,044.88	EX2-30TBDS1YR-MS-P-RNWL	\$64,561.36	\$52,401.44
EX2-40TB-DS	40 TB of Customer Data	EX2-40TBDS1YR-MS-S-RNWL	\$60,209.48	\$50,300.60	EX2-40TBDS1YR-MS-P-RNWL	\$82,863.91	\$69,281.96
EX2-50TB-DS	50 TB of Customer Data	EX2-50TBDS1YR-MS-S-RNWL	\$72,986.72	\$62,556.32	EX2-50TBDS1YR-MS-P-RNWL	\$100,448.72	\$86,162.48
EX2-60TB-DS	60 TB of Customer Data	EX2-60TBDS1YR-MS-S-RNWL	\$86,024.72	\$74,551.28	EX2-60TBDS1YR-MS-P-RNWL	\$118,392.40	\$102,683.84
EX2-70TB-DS	70 TB of Customer Data	EX2-70TBDS1YR-MS-S-RNWL	\$96,715.88	\$86,024.72	EX2-70TBDS1YR-MS-P-RNWL	\$133,106.22	\$118,486.88
EX2-80TB-DS	80 TB of Customer Data	EX2-80TBDS1YR-MS-S-RNWL	\$107,146.28	\$96,455.12	EX2-80TBDS1YR-MS-P-RNWL	\$147,461.16	\$132,853.28
EX2-90TB-DS	90 TB of Customer Data	EX2-90TBDS1YR-MS-S-RNWL	\$117,576.68	\$106,885.52	EX2-90TBDS1YR-MS-P-RNWL	\$161,816.11	\$147,219.68
EX2-100TB-DS	100 TB of Customer Data	EX2-100TBDS1YR-MS-S-RNWL	\$130,353.92	\$117,315.92	EX2-100TBDS1YR-MS-P-RNWL	\$179,400.91	\$161,586.08

Maintenance and Support

Note: Maintenance and support is calculated and paid as a percentage of the actual price paid for the system (paid up-front, yearly) Point releases Full version releases Phone support (5x8) - 2 hour business day response Email support (5x8) - 2 hour business day response Alert notification and remote reconciliation HW repair: replacement part shipped for next business day delivery (customer replace)