OPTIONAL ADDITIONAL SERVICES

Service assistance STANDARD	78 USD/hour
Service assistance URGENT	157 USD/hour
Recovery of ISPadmin service	35 USD
Data import into ISPadmin (From another CRM system)	78 USD/hour
System installation (Transfer of license)	78 USD/hour
System migration (From one device to another, to virtualization etc.)	78 USD/hour

QUANTITY DISCOUNT

Depends on the number of clients.

300+ clients = 3%
600+ clients = 6%
900+ clients = 9%
1200+ clients = 12%
1500+ clients = 15%
1800+ clients = 18%
2100+ clients = 20%

LOYALTY DISCOUNT

Depends on how long is ISPadmin used.

2 years = 2%
3 years = 4%
4 years = 6%
5 years = 8%
6 years = 10%
7 years = 12%
8 years = 14%
9 years = 16%
10+ years = 20%

Tailor-made offer? Please contact us at:
sales@ispadmin.eu

TECHNICAL SUPPORT

BASIC ★

- **FREE** (included in the price of the basic license)
- **Guaranteed response time:** within **3** business days
- **Updates** (including beta versions)
- **Basic email and telephone consultation**
- **Problems caused by the system or its vendor**: free
- **Problems caused by the client or third parties**: service fee according to the valid price list
- **Free trial of optional add-on modules**
- **Optional VPN tunnel** – easier access for the software vendor's technicians to the client's system
- **FULL** Backup* – 2 weekly** backups, (ISPadmin CloudBackup) on the supplier's equipment

PLUS ★★

- **Price**: 90 USD per month
- **Guaranteed response time:** within **2** business days
- **Updates** (including beta versions)
- **Problem identification and analysis**
- **Optional system monitoring by the software vendor** (system, load, backups, …)
- **Optional automatic updates** (stable versions only) from the software vendor
- **Optional VPN tunnel** – easier access for the software vendor's technicians to the client's system
- **Reduced price of technical support**: 66 USD/hour
- **Backup* DATABASE – 7 daily** (ISPadmin CloudBackup) on the supplier's equipment
- **FULL** Backup* – 4 weekly** backups, (ISPadmin CloudBackup) on the supplier's equipment

PROFI ★★★

- **Price**: 350 USD per month
- **Guaranteed response time:** within **24 hours** (business days)
- **Updates** (including beta versions)
- **Problem identification and analysis**
- **Priority handling of issues**
- **Optional system monitoring by the software vendor** (system, load, backups, …)
- **Optional automatic updates** (stable versions only) from the software vendor
- **Service operations** (system configuration, Postfix, certificates, etc.) up to 5 hours per month included in the price
- **Own backup server**: Yes
- **Test server provided by the software vendor** (2 CPU, 8GB RAM, 30GB HDD)
- **Optional VPN tunnel -** easier access for the software vendor's technicians to the client's system
- **Reduced price of technical support**: 57 USD/hour
- **FULL** Backup* – 4-week** backup (seven daily and three weekly backups), (ISPadmin CloudBackup) on the supplier's equipment

* This is an optional service
** Backup is with images of client transfer graphs
*** Unused hours are not transferred to the next month

ISPadmin®

ISPadmin is a complex information and administration system

PRICE LIST

USD

ISPADMIN MODULAR SYSTEM

It's entirely up to you to decide which features of the system you want to use. The only mandatory module is the Basic Module. The other modules are optional.

BASIC MODULE

Part of the Basic License. Allows management of clients, documents, system settings, client portal, dashboard.

Price:
SERVER variant: 0,190 USD/client/month
CLOUD variant: 0,349 USD/client/month

FlowPRO

Monitoring and logging client activity on the Internet. Quickly retrieves the required data.

Price:
SERVER variant 0 GB to 499 GB: 82 USD
SERVER variant 500 GB to 1,99 TB: 123 USD
SERVER variant 2 TB to 4 TB: 240 USD
   + each additional 2 TB: 115 USD
CLOUD variant 0 GB to 499 GB: 150 USD
CLOUD variant 500 GB to 1,99 TB: 225 USD
CLOUD variant 2 TB to 4 TB: 440 USD
   + each additional 2 TB: 210 USD

DEALER

Detailed records of your dealers' commissions and payments. Each dealer has access to their own account.

Price:
SERVER variant: 0,031 USD/client/month
CLOUD variant: 0,057 USD/client/month

NETWORK MANAGEMENT A MONITORING / NMM

Enables working with devices, complete traffic handling, automatic rule rewriting on devices, outage notification via NetMonitor, network mapping, POP management, and other functions.

Price:
SERVER variant: 0,094 USD/client/month
CLOUD variant: 0,172 USD/client/month

RADIUS

Used to authenticate clients for Internet access. Functional only with the **NMM** module.

Price:
SERVER variant: 0,037 USD/client/month
CLOUD variant: 0,067 USD/client/month

GPON

Designed to control Internet and IPTV services operated by GPON technology. Functional only with the **NMM** module.

Price:
SERVER variant: 0,092 USD/client/month
CLOUD variant: 0,168 USD/client/month

Implementation: 1200 USD - more information: sales@ispadmin.eu

CMTS

Management of clients connected to the Internet via cable TV distribution. Automatically reads data from all cable routers via SNMP. Functional only with the **NMM** module.

Price:
SERVER variant: 0,016 USD/client/month
CLOUD variant: 0,029 USD/client/month

SCHEDULING

Detailed scheduling of all activities in your company, clear work reports of all employees, complete history. Can be linked with **Invoicing, Helpdesk, Task manager**.

Price:
SERVER variant: 0,031 USD/client/month
CLOUD variant: 0,057 USD/client/month

TASK MANAGER

Mobile application for field work. Overview of tasks, devices, clients. Functional only with **Scheduling** module.

Price:
SERVER variant: 0,014 USD/client/month
CLOUD variant: 0,025 USD/client/month

INVOICING

Invoicing, import of payments, export to accounting, reminders, suspension of non-payers, modern payment methods.

Price:
SERVER variant: 0,080 USD/client/month
CLOUD variant: 0,147 USD/client/month

HELPDESK

A clear and efficient ticketing tool for communication with clients. It is possible to create departments, statuses, priorities and labels. Can be linked to the **Scheduling** module.

Price:

SERVER variant up to 50 clients:
14,30 USD/month

SERVER variant 51+ clients:
14,30 USD/month + 0,033 USD/client/month

CLOUD variant up to 50 clients:
26,20 USD/month

CLOUD variant 51+ clients:
26,20 USD/month + 0,061 USD/client/month

INVENTORY

Overview of items in the central store, their status and movement. Written directly into the contracts. Assigning items to technicians and clients.

Price:
SERVER variant: 0,026 USD/client/month
CLOUD variant: 0,048 USD/client/month

ONLINE DOCUMENTATION

Complete documentation for ISPadmin is available at:
https://wiki.ispadmin.eu/en

product variants:

ISPadmin SERVER

The system is installed on the HW of the client. System management, backup and maintenance are carried out by your technicians.

ISPadmin CLOUD

The system runs on a high-performance server cluster in the data centre. Data is stored on disks configured in a SCSI RAID array. High reliability and security are ensured.