

OPTIONAL ADDITIONAL SERVICES

Service assistance STANDARD	70 EUR/hour
Service assistance URGENT	145 EUR/hour
Recovery of ISPadmin service	30 EUR
Data import into ISPadmin (From another CRM system)	70 EUR/hour
System installation (Transfer of license)	70 EUR/hour
System migration (From one device to another, to virtualization etc.)	70 EUR/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:** 80 EUR 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:** 58 EUR/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:** 320 EUR 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:** 50 EUR/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

EUR

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: 0,150 EUR/client/month
CLOUD variant: 0,280 EUR/client/month

FlowPRO

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

Price:
SERVER variant 0 GB to 499 GB: 70 EUR
SERVER variant 500 GB to 1,99 TB: 105 EUR
SERVER variant 2 TB to 4 TB: 205 EUR
+ each additional 2 TB: 100 EUR
CLOUD variant 0 GB to 499 GB: 128 EUR
CLOUD variant 500 GB to 1,99 TB: 192 EUR
CLOUD variant 2 TB to 4 TB: 384 EUR
+ each additional 2 TB: 192 EUR

DEALER

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

Price:
SERVER variant: 0,026 EUR/client/month
CLOUD variant: 0,050 EUR/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: 0,070 EUR/client/month
CLOUD variant: 0,120 EUR/client/month

RADIUS

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

Price:
SERVER variant: 0,030 EUR/client/month
CLOUD variant: 0,054 EUR/client/month

GPON

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

Price:
SERVER variant: 0,076 EUR/client/month
CLOUD variant: 0,140 EUR/client/month

Implementation: 990 EUR - 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: 0,013 EUR/client/month
CLOUD variant: 0,023 EUR/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: 0,021 EUR/client/month
CLOUD variant: 0,040 EUR/client/month

TASK MANAGER

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

Price:
SERVER variant: 0,009 EUR/client/month
CLOUD variant: 0,016 EUR/client/month

INVOICING

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

Price:
SERVER variant: 0,066 EUR/client/month
CLOUD variant: 0,110 EUR/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: 12 EUR/month
SERVER variant 51+ clients: 12 EUR/month
+0,027 EUR/client/month
CLOUD variant up to 50 clients: 22 EUR/month
CLOUD variant 51+ clients: 22 EUR/month
+0,049 EUR/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: 0,021 EUR/client/month
CLOUD variant: 0,040 EUR/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.

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This price list is effective as of November 1, 2022.