

## OPTIONAL ADDITIONAL SERVICES

Service assistance <b>STANDARD</b>	78 USD/hour
Service assistance <b>URGENT</b>	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](mailto: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 NG

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

**BACKUP RADIUS**  
Synchronization of data to a backup server to ensure traffic continuity.

Implementation: 1200 USD - more information: [sales@ispadmin.eu](mailto: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

## 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

## 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](mailto:sales@ispadmin.eu)

## 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

## BUSINESS CASES

Management of business cases and leads with pipeline visualization, status tracking and win probability.

Price:  
**SERVER** variant: 20.07 USD/month  
**CLOUD** variant: 26.61 USD/month

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 July 1, 2023.