PRICING, SERVICE & SUPPORT

Update March 2022

Aranei

DEPLOYMENT AND SERVICE MODELS

Aranei has a modular app architecture and allows for a distributed deployment model. Clients can opt for:

- **A fully managed service in the Cloud / hosted by OpenNovations.**

- **Hybrid cloud solution using clients own hosting/cloud infrastructure.**

- **Finally, Aranei can also be hosted On-premises at the clients' own facility.**

Depending on the deployment model the following services can be added to the Aranei support package.

Service and support models

STANDARD

- Access to issue tracker for registering incidents and support requests

- Online support from OpenNovations

- Incident/support request response within 3 workdays of issue registration

- Monthly preventive stability, security, performance, and functional updates, communicated 48h in advance

- Daily backups of the Aranei app database, max 7 days of backups kept available.

- 24/7h Aranei 99% instance uptime guarantee

- 24/7h Aranei instance performance and security monitoring

EXTENDED
On top of Standard

- Incident response within 2 workdays of issue registration

- Plannable remote support and training up to 4 hours per month

- Monthly preventive stability, security, performance, and functional updates, communicated 48h in advance, deployment outside of office hours of the client

PREMIUM
On top of extended

- Within 1 workday incident /support response

- Plannable remote support and training up to 8 hours per month

- Monthly preventive stability, security, performance and functional updates, deployment window fully plannable by the client

www.opennovations.com
www.arenei.app
Email: info@opennovations.nl
Tel: +31 6 8357 8847

PRICING

ONBOARDING INTAKE AND REQUIREMENTS ELICITATION

OpenNovations will perform the initial onboarding intake and the existing data schema/structure and first data migration at a fixed fee of € 4500,- / $ 5400,-. This fee is applicable for any ANSI SQL compatible database, including but not limited to Microsoft SQL server, MySQL and Oracle.

The onboarding intake will give both the client and OpenNovations team a deeper understanding of the business processes and functional information domain of each client.

The next phase is to create a map of all the relevant information assets and business processes and determine any business logic that needs to be implemented based on the legacy app's functional behavior.

MAPPING BUSINESS PROCESSES AND INFORMATION SCHEMA

As any client has a unique set of work processes, even between clients or sites with overlap in the legacy apps they are using have a hugely different functional use of those apps. OpenNovations will align with the client's business process and information analysts to ensure the relevant business processes are supported.

In collaboration with the client, a limitative list of business processes, information entities, application workflows and a data dictionary will be created. These assets will serve as baseline functional specifications for the implementation phase of Aranei.

FEATURE BUNDLES

One-time fees for additional modules and feature bundles

Feature	Price
Integration with client Identity and Access Management solution	€ 750,- / $ 900,-
Pushing validation documentation into client CMDB / DMS	€ 550,- / $ 660,-
Messaging integration of relevant record-updates in the Aranei system, per integration *	€ 750,- / $ 900,-
Other third party system integrations	On a per system basis

*This assumes there are no cost per message on the messaging solution Aranei will be posting to.

FUTURE FEATURE DEVELOPMENT

Any additional functional feature request will be treated as customization of the Aranei app. There is virtually no limit to the functional extensions that can be implemented. For any customization OpenNovations will perform an initial intake within the service subscription of the client and provide a fixed price quote on development. In case the client also involves OpenNovations consultancy and project management additional hourly fees on a per hour basis may be charged. Additional functionality can involve an added support/service fee depending on the nature and complexity of the feature request. This is discussed on a per client per feature basis.

OPENNOVATIONS PER HOUR FEES

OpenNovations charges the following fees per hour for consultancy and project management.

Role	Hour rate
Development and engineering	€ 80,- / $ 96,-
Consultancy fee	€ 100,- / $ 120,-
Project management	€ 125,- / $ 150,-

CONTRACT DURATION

The first contract subscription period is 12 calendar months, after that initial period the subscription contract can be terminated per full calendar month.

OpenNovations clients which have a hybrid or on-premises deployment model keep their Aranei instance as it is on the moment of contract termination. For cloud/hosted clients OpenNovations can provide an export package of all the software app containers and the database. With this exit package a client can spin up the previously hosted app version on their own infrastructure. For this exit package a one-time fee of € 750,- is charged.

Deployment model / Service level (monthly fees)	Cloud/hosted	Hybrid	On-premise
Standard *	€ 650,- / $ 780,-	€ 750,- / $ 900,-	€ 850,- / $ 1020,-
Extended *	€ 950,- / $ 1140,-	€ 1050,- / $ 1260,-	€ 1150,- / $ 1380,-
Premium *	€ 1200,- / $ 1440,-	€ 1350,- / $ 1620,-	€ 1550,- / 1860,-
* Up to 100 users per month fee			

Additional user packages (monthly)	Cloud/hosted	Hybrid	On-premise
100 to 175 users	€ 550,- / $ 660,-	€ 650,- / $ 780,-	€ 725,- / $ 870,-
175 to 250 users	€ 850,- / $ 1020,-	€ 975,- / $ 1170,-	€ 1150,- / $ 1380,-
> 250 users	Request a quote		

Additional availability packages (monthly)	Cloud/hosted	Hybrid	On-premise
High-Availability (99,5%) load-balanced setup < 250 users	€ 400,- / $ 480,-	€ 475,- / $ 570,-	€ 550,- / $ 660,-
High-Availability (99,5%) load-balanced setup > 250 users	Request a quote		

Additional data security redundancy packages **	Cloud/hosted	Hybrid	On-premise
Realtime off-site database replication < 250 users	€ 400,- / $ 480,-	€ 475,- / $ 570,-	€ 550,- / $ 660,-
Realtime off-site database replication > 250 users	Request a quote		

Additional off-site backups packages (monthly) **	Daily interval	12h interval	6h interval
< 100 users	€ 250,- / $ 300,-	€ 450,- / $ 540,-	€ 575,- / $ 690,-
> 100 < 175 users	€ 350,- / $ 420,-	€ 550,- / $ 660,-	€ 675,- / $ 810,-
> 175 < 250 users	€ 450,- / $ 540,-	€ 650,- / $ 780,-	€ 775,- / $ 930,-
> 250 users	Request a quote		

Additional security / regulatory packages			
ISO15408 certified host operating system	Request a quote		

**Off-site backups are kept on OpenNovations hosting infrastructure. Max 7 days of backups are kept.

All additional packages can be (de)activated on a full calendar month basis.

OpenNovations