

## **Mercury Pricing Guide**

Last Modification: 4 March 2009

This document is a template to help design and quote a Mercury Online Backup system.

The Mercury system consists of various parts, which are designed and integrated by RBS to exactly meet the requirements of the Client. Some clients might not need all the features available, or might want them to operate in different ways, or might want the user interface changed.

The components we use, and the way we design the system depends on your specific needs. For that reason, we need to consult with you before we can quote a price or timeframe for installing your Mercury system.

It would be useful to have the following people available for the initial discussions: Your Network Administrator, Hardware Consultant, Business Manager, Tech Support Manager, owner and business partners.

If you want a system exactly like one that we've already designed and installed, we will have to do fewer modifications and our quote will be lower. Also, our time to install and test Mercury will be shorter. For example: We can replicate <http://backupmax.com> in about three weeks.

RBS will take care of installing and configuring all the parts of Mercury. We usually do all this work by remote, using Terminal Services, or our own remote control appliance.

We prefer to deliver the Kayako Help Desk system as part of Mercury. If you decide to use Kayako, we will also deliver its Knowledge Base pre-populated with answers to the most common 90% of support cases.

## **Pre-Quote Questionnaire**

What's the demographic of the target end user?

Will we need to deliver software translated and localized for a language other than English? Which one(s) and which countries?

Would you like to use another company as a model for your service? Which one?

What kinds of files will your end users need to back up? Please use specific application names.

How many end users do you project in the first 6 months? First year? Top out?

When does your service need to go live?

Select software features.

Discuss business model.

Design pricing. (Free? Charge per Gig, per Client? Unlimited?)

Design service plans / service levels.

Design default file sets.

Are we designing and installing your main web site?

Are we integrating with any existing systems? (Accounting, Helpdesk, etc.)

Are we supplying any hardware or 3<sup>rd</sup> party software?

Are we deploying a mirror site? If so, what are its specs?

Are we providing end-user support? If so, what tier?

Are we providing any form of after-hours support (end users or techs?)

Write and deliver quote.

*Client Approval, Quote*

Write and approve contract.

*Client Approval, Contract – Initial Payment*

**Development, Phase 1 (*approx. 3 business days*)**

Design graphics.

Design user interfaces (Clients and Web).

Calculate storage and bandwidth requirements.

Help design hardware and network.

Deliver project timeline.

*Client Approval, Phase 1*

**Development, Phase 2 (approx. 7 business days)**

Install/Configure Web Server.

Test Web Server.

Install/Configure Oracle.

Populate stored procedures.

Install/Configure Mercury Server.

Test Oracle and Mercury Server.

*Client Approval, Phase 2 – Progress Payment*

### **Development, Phase 3 (*approx. 45 business days*)**

Render application graphics in all necessary formats.

Localize web and app for language, currency, date/time.

Install/Configure CRM,

Populate CRM defaults and lists.

Test CRM.

Install/Configure Update Server.

Customize Clients.

Customize Website.

Test All.

*Client Approval, Phase 3 – Progress Payment*

**Development, Phase 4 (*approx. 15 business days*)**

Integrate with Payment Gateway

Integrate Helpdesk

Write User's Guide

Train Support People

*Client Approval and Final Sign-Off – Final Payment*