# Professional Services Price List

*For the latest information, specifications pricing and tailored service offerings, please contact Exertis GO Connect*
*Prices are excluding of V.A.T. and subject to change without prior notice*

Official distributor for The Netherlands
**Exertis GO Connect**
T. +31 (0) 78 88 00 700
F. +31 (0) 78 88 00 777
E. kemp@exertisgoconnect.nl

Official distributor for Belgium & Luxembourg
**Exertis GO Connect**
T. +32 (0) 2 403 1152
F. +32 (0) 2 403 1212
E. kemp@exertisgoconnect.be

# Contents

# Introduction

As Value-add Benelux distributor Exertis GO Connect offers a broad range of voice-, visual- and unified communication solutions. These solutions are offered via our extensive Benelux partner base. For those partners who are not able to install, implement, configure or monitor the offered products themselves, Exertis GO Connect can fulfill this service role.

The Exertis GO Connect service department is staffed with certified and experienced engineers. Their expertise covers:

• 1st and 2nd line helpdesk support
• Installation, implementation and configuration of videoconferencing endpoints and Telepresence solutions
• Installation, implementation and configuration of infrastructure products
• Site survey and implementation report for IP-DECT environments
• Network advice
• Remote support & monitoring

The expertise of our engineer departments covers following areas:

**Remote support engineer**

A remote support engineer has extended theoretical en practical experience with videoconferencing endpoints, IP telephony endpoints, business-quality wireless networks, infrastructure, IP protocols, firewall and routers. He is vendor certified to install and configure vendor's endpoints.

**On-site engineer**

An on-site engineer is an experienced engineer with the highest-level of vendor certifications and Microsoft and/or Cisco certificates. He has extended experience (track-record) and in-depth knowledge in IP-networks, Unified Communication networks, firewall, routers and other network components. He is able to implement and configure network components and endpoints.

**Network consultant**

This specialist has the highest level of vendor certifications and Microsoft and/or Cisco certificates. The network consultant has a multiple years of experience with server systems, infrastructure, IP protocols, firewalls and routers. He has the ability and experience to act as a project leader and/or advise network specialists.

# LifeSize & Polycom Videoconferencing Endpoints

The Exertis GO Connect service offering for videoconferencing endpoints are applicable for videoconferencing systems of Polycom, LifeSize and Panasonic. The on-site engineers of Exertis GO Connect have the skills, experience and vendor certificates to install & configure these endpoints in customer's network. A filled-out pre-installation form, signed by end user, is a pre requisite before on-site installation & configuration will be performed. Remote installation & configuration support from Exertis GO Connect is applicable incase reseller or end-user performs on-site installation & configuration himself but needs remote support.

**Prices are applicable for the Benelux region and includes travel costs.**

| Part Number | Description | List Price € |
|---|---|---|
| GOT-INST-EP | **Installation & Configuration of Videoconferencing Codec**<br>Installation & Configuration of videoconferencing endpoint at 1 location in Benelux<br><br>Engineer installs videoconferencing codec, with cabling and connectors as delivered with videoconferencing codec. Based on pre-installation form, filled-in and signed by customer, engineer will install and configure videoconferencing codec into customer's network. Latest general available software update/upgrade will be loaded into system. Engineer will advise 'owner' of customers firewall about necessary firewall settings. 'Owner' of customers firewall needs to be present and available during installation. Codec needs to be at location of installation. 220V- and correctly patched UTP wall-outlet needs to be present in room of codec installation.<br><br>**Not** included in this service are:<br>• Implementation advice, network design.<br>• Mounting screens, external (audio) devices<br>• Drilling, cable pulling and other construction work.<br>• Delivering of additional cabling and connectors.<br><br>*Price includes pre-installation and short instruction to customer IT responsible. Additional endpoint installation & implementation at same location / building and day has a discount of* **50%** *on list price* | 795,00 |
| GOT-INST-EP2 | **Installation & Configuration of Executive Stand**<br>Installation & Configuration of Executive stand at 1 location in Benelux<br><br>Engineer installs Executive stand, including videoconferencing codec, with material, cabling and connectors as delivered with Executive stand package. Based on pre-installation form, filled-in and signed by customer, engineer will install and configure videoconferencing codec into customer's network. Latest general available software update/upgrade will be loaded into system. Engineer will advise 'owner' of customers firewall about necessary firewall settings. 'Owner' of customers firewall needs to be present and available during installation. Executive stand package, including videoconferencing codec needs to be at location of installation. 220V- and correctly patched UTP wall-outlet needs to be present in room of Executive codec installation.<br><br>**Not** included in this service are:<br>• Implementation advice, network design.<br>• Drilling, cable pulling and other construction work.<br>• Delivering of additional cabling and connectors.<br><br>*Price includes pre-installation and short instruction to customer IT responsible.* | 1.295,00 |

# LifeSize & Polycom Videoconferencing Infrastructure – Hardware

The Exertis GO Connect service offering for videoconferencing infrastructure is applicable for videoconferencing infrastructure components of Polycom and LifeSize. A filled-out pre-installation form, signed by end user, is required before on-site or remote installation, configuration or implementation & configuration will be performed. Remote installation & configuration support is applicable when reseller or end user performs on-site installation & configuration himself but needs remote support.

**Prices are applicable for the Benelux region and includes travel costs and pre-installation preparation.**

| Part Number | Description | List Price € |
|---|---|---|
| GOT-INST-HI | **Installation & Configuration of Infrastructure Unit**<br>Installation & Configuration of Infrastructure Unit at 1 location in Benelux.<br><br>Engineer installs & configures infrastructure unit (using material, cabling and connectors as delivered with infrastructure unit). Based on pre-installation form, filled-in and signed by customer, engineer will install & configure infrastructure unit into customer's network. Engineer will advise 'owner' of customers firewall about necessary firewall settings. 'Owner' of customers firewall needs to be present and available during installation. Infrastructure unit needs to be at location at time of installation.<br><br>**Not** included in this service are:<br>• Implementation advice, network design.<br>• Drilling, cable pulling and other construction work.<br>• Delivering of additional cabling and connectors. | 2.395,00 |
| GOT-INST-HI2 | **Installation & Configuration of Polycom CMA / Resource Manager**<br>Installation & Configuration of CMA / RM at 1 location in Benelux.<br><br>Engineer installs & configures Polycom CMA (using material, cabling and connectors as delivered in CMA package). Based on pre-installation form, filled-in and signed by customer, engineer will install & configure Polycom CMA into customer's network. Engineer will advise 'owner' of customers firewall about necessary firewall settings. 'Owner' of customers firewall needs to be present and available during installation. Polycom CMA / RM needs to be at location at time of installation.<br><br>**Not** included in this service are:<br>• Implementation advice, network design.<br>• Drilling, cable pulling and other construction work.<br>• Delivering of additional cabling and connectors. | 3.995,00 |

# LifeSize Videoconferencing Infrastructure – Virtualized

The Exertis GO Connect service offering for videoconferencing infrastructure is applicable for the virtualized videoconferencing solutions of Polycom and LifeSize. The on-site and remote engineers of Exertis GO Connect have the skills, experience and vendor certificates to install, configure and implement these virtualized solutions in customer's network. A filled-out pre-installation form, signed by end user, is a pre requisite before on-site or remote installation, configuration or implementation & configuration will be performed. Remote installation & configuration support is applicable when reseller or end user performs on-site installation & configuration himself but needs remote support.

**Prices are applicable for the Benelux region and includes travel costs and pre-installation preparation.**

| Part Number | Description | List Price € |
|---|---|---|
| GOT-INST-VI | **Installation & Configuration of LifeSize UVC Video Center or UVC Multipoint or UVC ClearSea**<br><br>Engineer installs & configures the LifeSize UVC application on Virtual machine. This Virtual machine must have installed the latest, by LifeSize recommended, virtualization software. Based on pre-installation form, filled-in and signed by customer, engineer will install & configure the UVC application on the Virtual machine. Engineer will advise 'owner' of customers firewall about necessary firewall settings. 'Owner' of customers firewall needs to be present and available during installation & configuration.<br><br>**Not** included in this service are:<br>• Implementation advice, network design.<br>• Installing virtualized software on server | 2.395,00 |
| GOT-INST-VI2 | **Installation & Configuration of 1 Additional UVC Application**<br><br>Installation & Configuration of Additional UVC Applications (UVC ClearSea, UVC Transit Server, UVC Transit Client, UVC Access, UVC Manager) on the same location. Engineer installs & configures LifeSize UVC application on Virtual machine. This Virtual machine must have installed the latest, by LifeSize recommended, virtualization software. Based on pre-installation form, filled-in and signed by customer, engineer will install & configure the UVC application on the Virtual machine.<br><br>**Not** included in this service are:<br>• Implementation advice, network design.<br>• Drilling, cable pulling and other construction work.<br>• Delivering of additional cabling and connectors. | 995,00 |

# Sonus Session Border Controllers & Gateways

The Exertis GO Connect service offering for Session Border Controllers & Gateways is applicable to the Sonus product portfolio. The on-site and remote engineers of Exertis GO Connect have the skills, experience and vendor certificates to install, configure and implement these solutions in customer's network. A filled-out pre-installation form, signed by end user, is a pre requisite before on-site or remote installation, configuration or implementation & configuration will be performed. Remote installation & configuration support is applicable when reseller or end user performs on-site installation & configuration himself but needs remote support.

**Prices are applicable for the Benelux region and includes travel costs and pre-installation preparation.**

| Part Number | Description | List Price € |
|---|---|---|
| GOT-INST-SON | **Installation & Configuration of Sonus SBC Gateway**<br><br>Engineer installs & configures the Sonus gateway unit into the customer's network (using material, cabling and connectors as delivered with the unit). Sonus gateway unit(s) need to be at location at the time of installation.<br><br>**Not** included in this service are:<br>• Implementation of gateway conform company 'dialing plan'<br>• Drilling, cable pulling and other construction work.<br>• Delivering of additional cabling and connectors. | 2.395,00 |

# Gigaset, Panasonic & Spectralink IP-DECT Systems

The Exertis GO Connect service offering for IP-DECT Systems is applicable to the Gigaset, Panasonic and Spectralink solutions. The on-site and remote engineers of Exertis GO Connect have the skills, experience and vendor certificates to install, configure and implement these solutions in customer's network. A filled-out pre-installation form, signed by end user, is a pre requisite before on-site or remote installation, configuration or implementation & configuration will be performed. Remote installation & configuration support is applicable when reseller or end user performs on-site installation & configuration himself but needs remote support.

**Prices are applicable for the Benelux region and includes travel costs and pre-installation preparation.**

| Part Number | Description | List Price € |
|---|---|---|
| GOT-SIT-IPD | **IP-DECT Site Survey, Measurement & Implementation Report**<br><br>Based on pre-installation form, signed by customer, a certified engineer visits customer location to analyse IP-DECT deployment location. Engineer measures base station locations, analyses PABX, IP-PBX, makes pictures of different area's (if allowed) and hands-over a detailed implementation report (including advice of cabling).<br><br>*Prices are applicable for only The Netherlands and includes travel costs and pre-installation preparation and administration.* | 1.995,00<br>per day |
| GOT-INST-IPD | **Installation & Configuration of IP-DECT System**<br><br>Engineer installs & configures IP-DECT system (using material, cables and connectors as delivered in product package) for up to 16 base stations and 64 handsets. Based on network design document and pre-installation form, filled-in and signed by customer, engineer will install & configure IP-DECT base stations. Engineer will advise 'owner' of system about settings and provides configuration setting document.<br><br>**Not** included in this service are:<br>• Drilling, cable pulling and other construction work.<br>• Delivering of additional cabling and connectors.<br><br>*Prices are applicable for only The Netherlands and includes travel costs and pre-installation preparation.*<br><br>*Installation & Configuration of IP-DECT System will be performed based on an IP-DECT Site Survey report.  IP-DECT Survey is a service offered by Exertis GO Connect.* | 1.995,00<br>per day |
| GOT-SITINST-IPD | **IP-DECT Site Survey & Installation / Configuration**<br><br>*Prices are applicable for only The Netherlands and includes travel costs and pre-installation preparation.* | 3.495,00<br>max 2 days |

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# ClearOne Installed Audio Conferencing Systems

The Exertis GO Connect service offering for Installed Audio Systems is applicable to the ClearOne solutions. The on-site and remote engineers of Exertis GO Connect have the skills, experience and vendor certificates to install, configure and implement these solutions in customer's network. A filled-out pre-installation form, signed by end user, is a pre requisite before on-site or remote installation, configuration or implementation & configuration will be performed. Remote installation & configuration support is applicable when reseller or end user performs on-site installation & configuration himself but needs remote support.

**Prices are applicable for the Benelux region and includes travel costs and pre-installation preparation.**

| Part Number | Description | List Price € |
|---|---|---|
| GOT-INST-CLE | **Installation & Configuration of ClearOne System**<br><br>Engineer installs & configures ClearOne system (using material, cabling and connectors as delivered in product package). Based on pre-installation form, filled-in and signed by customer, engineer will install & configure ClearOne system. Engineer will advise 'owner' of system about settings and provides configuration setting document.<br><br>**Not** included in this service are:<br>• Drilling, cable pulling and other construction work.<br>• Delivering of additional cabling and connectors.<br><br>*Price is based on a maximum of 4 hours of installation & configuration time. Additional hours will be invoiced against engineering hour rate.* | 795,00<br>per ½ day |

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# Additional Services

**Prices are applicable for the Benelux region and <u>exclude</u> travel costs.**

| Part Number | Description | List Price € |
|---|---|---|
| GOT-IMPL-REM | **Remote support standard – Hour rate**<br><br>Supports customers remotely by installation and/or configuration of their videoconferencing systems, VoIP deployments, provisioning of VoIP-handsets, IP-DECT deployments. | 95,00<br>per hour |
| GOT-ENG-RSP | **Remote support specialist – Hour rate**<br><br>Supports customers remotely by installation, configuration or troubleshooting of their infrastructure / network / UC components. | 110,00<br>per hour |
| GOT-ENG-OSE | **On-site engineer standard – Hour rate**<br><br>The on-site support engineer is a network specialist who takes responsibility on-site to install network components into customer's network.<br><br>**Excluding travel costs. See next page for all travel costs.** | 110,00<br>per hour |
| GOT-ENG-SPE | **On-site engineer specialist – Hour rate**<br><br>The on-site support engineer is a network specialist who takes responsibility on-site to install, configure and/or implement network components into customer's network. He will advise 'owner' of firewall settings.<br><br>**Excluding travel costs. See next page for all travel costs.** | 125,00<br>per hour |
| GOT-ENG-NC | **Network Consultant / Architect / Trainer – Hour rate**<br><br>Network consultant or architect has the skill, certifications and experience to advise customers by its network design based on organisational demands and expectations.<br><br>**Minimal of 4 hours. Excluding travel costs. See next page for all travel costs.** | 150,00<br>per hour |

# Travel Costs

| Part Number | Description | List Price € |
|---|---|---|
| GOT-TRAVEL-REG | **Travel Costs - Region**<br><br>Region covers zip codes NL 1000-1599, NL 2000-5999 and BE 2000-2999.<br><br>For travel costs towards locations outside these regions, please refer to Travel costs – Benelux. | 125,00<br>per visit |
| GOT-TRAVEL-BLX | **Travel Costs – Benelux**<br><br>All locations outside Region but within Benelux. | 250,00<br>per visit |
| GOT-TRAVEL-EU | **Travel Costs – Outside Benelux**<br><br>Travel costs outside Benelux will be invoiced against on-site engineering hour-rate.<br><br>Travel hours are based on route planner: www.routenet.nl and based on fastest travel route from Calandstraat 1; Dordrecht to customer location.<br><br>Accommodation and other expenses will be invoiced against cost price. | 95,00<br>per hour |