



Terrific Technologies, Inc.

Proposal For Amazing Metal Works

Prepared for:

Joe Smith, President
Amazing Metal Works

Prepared by:

Carl Quotebuster
Terrific Technologies

Prepared On: 11/23/2016

Agreement #
Statement of Work #
Version #

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DRAFT

Contact Information

END USER

Company Name:	Amazing Metal Works	
Site Address:	100 Main Street, New York, NY 10004	
Primary Contact Name / Title:	Joe Smith, President	
Contact Address:	100 Main Street, New York, NY 10004	
Phone Number:	555-555-5555	E-mail: joe.smith@amazingmw.com

PROVIDER OF SERVICES

Company Name:	Terrific Technologies	
Address:	123 Anystreet, Reston, VA 20194	
Primary Contact Name / Title:	Carl Quotebuster	
Phone Number:	317-555-1234	E-mail: cquotebuster@terrifictech.com

PROJECT MANAGER

Project Manager Name:		
Phone Number:		E-mail:

About Terrific Technologies



Terrific Technologies, Inc.

Terrific Technologies, Inc. provides total technology solutions focused on advancing your business and building your bottom line. TTI specializes in the following solutions...

- Business telephone systems
- Voice Over IP (VoIP) Communications solutions
- LAN and WAN technologies
- Business software applications such as CRM, database management and ERP solutions

At Terrific Technologies, we use technologies as the tools to build solutions that are specifically customized to your needs. More importantly, it's our know-how and patented discovery, design and implementation processes that enable us to provide solutions like none other.

Executive Summary

RED section is for internal use. Delete when section is completed!!!

The smaller or basic boilerplate this section is, the lower your likelihood of winning the deal will be!

Make sure this section is focused completely toward senior executives and contains as little technical jargon as possible. This section should be focused on what you have found in your discovery sessions. It is vital that this section ties in specific customer needs to our solution.

If you have trouble making this section contain 5-10 paragraphs of customer specific detail you need to go back and review your notes.

Bullets and perhaps even a simple diagram are good in this area.

Try to include information on how our project connects to their business objectives at the senior level. A great example is if the CEO has stated objectives, this project should tie somehow into those objectives.

The Components of a good Executive Summary include:

- Background
- Journey
- Obstacles
- Solution
- Results

During the discovery process, we identified the following issues:

- Network administration is difficult
- Unaware of status and availability of employees
- Poor call accounting/reporting capabilities
- Call center functionality is poor
- Other issues

We also identified the following needs and requirements:

- Virtual LAN to segment voice and data traffic
- Data traffic monitoring
- Integration of phone system with CRM/ERP solution
- Needs more Cowbell

Proposed Solutions

UNIVERGE SV9100

The UNIVERGE SV9100 Communications Server is a robust, feature-rich, Unified Communications enabled system that is ideal for small and medium-sized businesses. Its intelligent design helps to solve today's communications challenges and is built to scale as your business grows.



NEC offers the SV9100 in two variations to meet the needs of the smallest businesses to those with almost a thousand employees:

The SV9100E is for small to medium businesses that wish to take full advantage of what IP and Unified Communications has to offer.

The SV9100S is for small businesses that just want the basics, but also want a system that will grow with their company and will migrate to an SV9100E when ready.

User Licensing UNIVERGE SV9100

	Standard User	Premium User
IP Client: Right to use an IP Endpoint	X	X
Voice Mail: Mailbox with Email Notification (InMail/UM8000)	X	X
Mobility: Mobile Extension "twin" internal extension with another phone, i.e. home/mobile/remote office	X	X
UC Suite: Web Client, Desktop Client, Voice Mail integration, and Microsoft Outlook Integration	X	X
UC Suite Attendant/CRM Integration: UC Attendant features plus supported CRM integrations	N/A	X
Contact Center Agent: Activates embedded contact center functionality and enables Agent login	N/A	X

Features:

- Simplified user licensing structure
- Comprehensive suite of Unified Communications and Contact Center solutions
- Broad range of mobility applications and devices
- Vertical market-specific solution integrations
- Wide-range of end-points
- Single point configuration and management
- Multi-Line SIP Client, Multi-Carrier Support

Benefits:

- Comply with all regulatory standards
- Deliver on NEC's green initiatives
- Safeguard your investment

Desktop DT400/DT800 Phone Series

Empower your workforce with NEC's DT400/DT800 Series Digital or IP Desktop Telephones. Elegantly designed and featured-packed, these phones have an intuitive interface that improves the overall user experience.

Choose from a wide assortment the telephone that best fits your employee's role. Intended to deliver maximum deployment flexibility, NEC phones allow for multiple combinations that fit any and all business niches or personalization requirements. DT400/DT800 Series Desktop Telephones:

- Wide-Range of Choices - choose from IP or digital, 2-line keys to 32+ or DESI-less, grayscale or color display, custom keypads, plus more
- Customizable function keys - can be adapted to the exact individual requirements of your business
- User-friendly interface - little or no staff training required
- Gigabit built-in - eliminates the need of having to buy an adapter, even on DESI-less telephones
- Bluetooth Connection Adapter* - enables users to receive and place calls through either their smart device or desktop telephone
- Wireless Adapter* - allows placement of telephones anywhere within range of wireless network

* Adapters supported only on certain models

Features:

- Fixed button size of 12, 24, 32 (desi) and 8 button desi-less model
- 4 Soft Keys
- Standard grayscale LCD Display
- Full duplex speakerphone capability
- Adaptors supporting external add-on and a headset jack

Desktop Digital Terminal DT410

Running your organization on old devices is bad for business. That's why NEC has developed the next generation of desktop telephones. Our UNIVERGE Digital Desktop Telephones sport innovative design, and are intended to deliver maximum deployment flexibility and a wide range of choices that fit most business requirements.

The DT410 terminal provides a fully functional keypad providing standard business functions such as:

- Hold
- Transfer
- Speaker
- Microphone

Display

- Display Size: 6 Button: 165x58dot matrix Grayscale LCD, not backlit
- Characters x Lines: 6 Button: 24x3

Keypad

- Backlit Keypad: 6 Button Only
- Line Keys: 2,6
- Softkeys: 4, help, exit

Built in Applications

- Call History: last number

Characteristics

- Dimension (w"xd"xh"): 2D: 7.17x8.86x4.29; 6D: 7.17x8.86x4.29
- Weight (approx. lbs.): 2D: 2.43; 6D: 2.43
- AC Adapter (option): 27V 1A



Standards

- Electrical: FCC Part 15 Class B, FCC Part 68
- RoHS: All models comply with RoHS
- Safety: UL/CSA60950

Environmental

- Operating Conditions: Temperature Range: 0 to 40 °C, Humidity; 10 to 90% RH (not condensing)
- Storage: Ambient Temperature Range: -20 to 60 °C, Ambient Humidity: 10 to 90 %RH

The 2 (two) button terminal (DTZ-2E-1) comes without a display while the 6 (Six) button (DTZ-6D-BK) comes with a gray scale display and a full featured keypad.

DT430 Digital Desktop Telephone

NEC's desktop telephone interfaces are designed to improve the overall user experience, while remaining intuitive—with no extensive training needed. Global icons indicate status at-a-glance including notification of new voice or instant messages, missed calls, the telephone user's current presence status, and the device's current data protection mode.



Display

- Display Size: 224x96 dot matrix Grayscale
- LCD backlit
- Optional 2nd display for DESI-less
- Characters x Lines: Alphanumeric: 28x6 (7x16font) or 34x8 (6x12font)
DESI-less line key display area: 12x1 & icon/line key
- Tilttable

Keypad

- Backlit Keypad
- Line Keys: 12, 24, 32 DESI-less: 8 x 4 pages
- Softkeys: 4, help, exit
- Curser Keys

Built in Applications

- Call History
- XML Open Interface
- Personal Directory
- Corporate Directory
- System Directory

Sound

- Full duplex hands-free
- Downloadable ring tone
- Downloadable hold music
- CODEC G.711, G.729A, G.722

Optional Adapters

- Recording Adapter
- Gigabit Ethernet
- PSTN Survival Adapter
- AC Adapter (option) 27V750mA

Characteristics

- Dimension 12D/24D: 179x258x112 mm
32D (24D+8LK): 205.8x258x112 mm
DESI-less: 179x264x112 mm

DT800/DT400 IP & Digital Desktop Series

Empower your workforce with NEC's DT400/DT800 Series Digital or IP Desktop Telephones. Elegantly designed and featured-packed, these phones have an intuitive interface that improves the overall user experience.

Choose from a wide assortment the telephone that best fits your employee's role. Intended to deliver maximum deployment flexibility, NEC phones allow for multiple combinations that fit any and all business niches or personalization requirements. DT400/DT800 Series Desktop Telephones:

- Wide-Range of Choices - choose from IP or digital, 2-line keys to 32+ or DESI-less, grayscale or color display, custom keypads, plus more
- Customizable function keys - can be adapted to the exact individual requirements of your business
- User-friendly interface - little or no staff training required
- Gigabit built-in - eliminates the need of having to buy an adapter, even on DESI-less telephones
- Bluetooth Connection Adapter* - enables users to receive and place calls through either their smart device or desktop telephone
- Wireless Adapter* - allows placement of telephones anywhere within range of wireless network

* Adapters supported only on certain models

Features:

- Fixed button size of 12, 24, 32 (desi) and 8 button desi-less model
- 4 Soft Keys
- Standard grayscale LCD Display
- Full duplex speakerphone capability
- Adaptors supporting external add-on and a headset jack

Important note: - Field upgrades are not supported between Desi to Desi-less displays. - Field upgrades are not supported between color and grayscale displays - The handset module on the terminal is fixed and can't be replaced with another type of handset.

DT830 IP Desktop Telephone

NEC's desktop telephone interfaces are designed to improve overall user experience while remaining intuitive—with no extensive training needed. Global icons indicate status at-a-glance, including notification of new voice or instant messages, missed calls, the telephone user's current presence status, and the device's current data protection mode.

LCD Display

- Gray/Scale 224x96 Pixel Size
- Dimension 92x58.5mm
- Tiltable

Keypad

- 9 Keys (with Menu Button and Cursor Key)
- Backlit
- 12, 24, 32 (LED red and green)
- Softkeys 4, Help, Exit
- Cursor Keys

Sound

- Full Duplex Hands Free
- Downloadable Ring Tone
- Hold Music

Optional

- Bluetooth Adapter
- Wired Headset
- Electronic hook Switch



UNIVERGE Desktop Telephones come with corporate directory functionality. Users can quickly access these directories to easily reach the people they need. There's no need to waste time looking up phone numbers. Each entry in the directory is searchable, and a call can be placed from the searched entry. When a call is received and if the Caller-ID matches a registered phone number within the directory, the name of the entry is displayed on the LCD.

NEC SMB ML440 Wireless IP DECT Phone

Increasing productivity through on-site mobility.

NEC's SMB Wireless (ML440) IP DECT phone is the perfect solution for small to medium-sized businesses that seek an on-site mobile phone that can help employees make more informed decisions much more quickly.

SMB Wireless offers supreme flexibility, in that keys on the handset's base allow users to program multiple lines and functions into the phone.

Its compact, ergonomic design makes the SMB Wireless handset comfortable to use. Its seamless handover between access points ensures employees will never miss a call while away from their desks.



Some of the features of the SMB Wireless are:

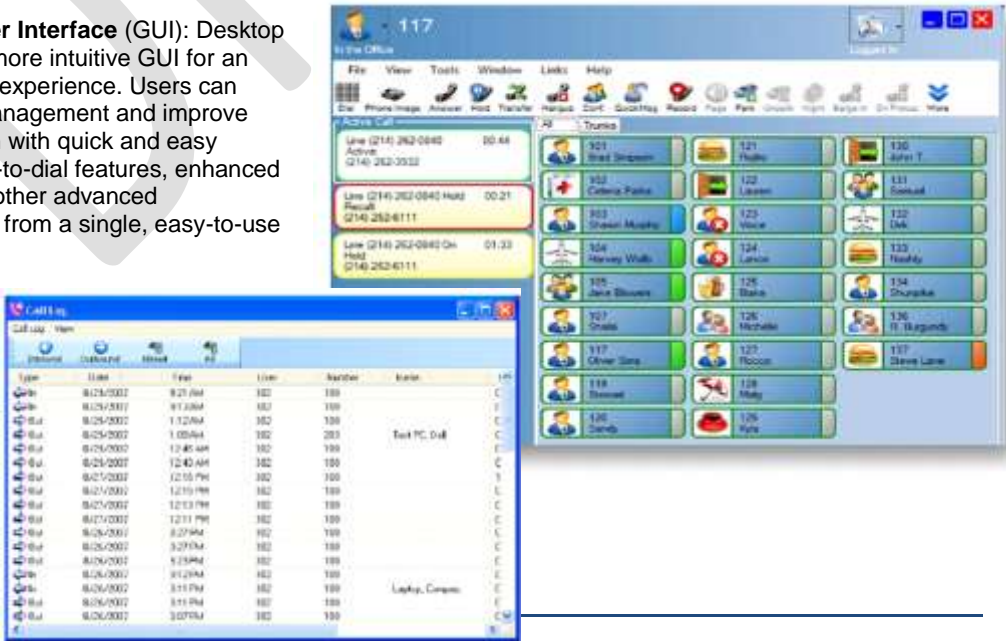
- A large, full-color illuminated graphic display and icon-based menu for ease-of-use
- For hands-free operation, a speakerphone with excellent sound quality
- Powerful encryption of calls that protects against interference and eavesdropping
- Up to 20 hours of talk time and 200 hours of stand-by time
- Automated call logging
- Access to one's business contact directory
- Programmable keys that enable multiple lines

UC Desktop InServer Blade

The InServer Blade provides a desktop application to the end-user that enables easy management of inbound and outbound telephone calls.

Features included in the InServer Desktop Suite:

- **Graphical User Interface (GUI):** Desktop Suite offers a more intuitive GUI for an improved user experience. Users can simplify call management and improve communication with quick and easy access to click-to-dial features, enhanced presence and other advanced functionality all from a single, easy-to-use interface.



- **Enhanced Mobility:** Users can perform a number of key functions—like changing presence status and searching for contacts—directly from their mobile device or laptop web browser. With Desktop Suite mobile functionality, employees can stay productive while on the go.
- **Real-time Collaboration:** Desktop Suite enables users to interact and share information in a variety of ways. Users can share and view documents with white boarding and expanded video conferencing capabilities. Group messaging and chat are also available. Desktop Suite also supports collaboration in Windows 7®.

Web Client available only with the InBlade Server Bundle

UC Desktop Web Client: A user can launch the UC Desktop “Web” Client from within an internet browser window. Web Client allows non-PC users, such as Apple MAC users, to experience the benefits of UC Desktop. The browser based client provides many of the features that are available within the full UC Desktop client. This version of the client application is referred to as the UC Web Client.

With the UC Web Client the user can efficiently handle the inbound and outbound calls through an easy-to-use point and click interface. Users that are already familiar with the UC Desktop Client will find the Web Client to have a familiar layout and operation. Popular features, such as Presence, BLF Monitoring, Call Log, IM and Company Directory are also included in the UC Web Client.

- InMail Greeting change with presence change: Through the presence functionality a user is able to select an InMail greeting to be set when the presence state change is applied.
- Virtual Machine support: Allows Shared Services to support virtual machine environments.
- Windows 8 support: UC Desktop Client, UC Desktop Web Client, and UC Desktop Shared Services are all supported on 32-Bit and 64 Bit versions of Windows 8.
- Profile View – Users can upload or capture a profile picture to be associated with their entry in the Shared Services Directory. An additional BLF view with larger BLF buttons can be selected to display Profile Pictures instead of the Presence state images. The Profile Picture will also be displayed in the Instant Message Window.
- Color Scheme Selection – Users can customize the color scheme of the application.
- ACD Abandon Call Alert – A new level of integration between the UC Desktop Client, Shared Services and the ACD MIS Server provides notification to the Desktop Client when an ACD caller hangs up from within a queue. This allows agents to retroactively respond to their customers (requires ACD MIS Version 2.0 or higher).
- iPad support for Web Client

NEC Software Assurance Program

Definition

Software Assurance is NEC's software subscription and support program, specially designed to complement your existing NEC software licenses and systems.

NEC Corporation of America solutions are designed to last, but they continually look to add new functionality and enhancements to keep your systems and applications up-to-date with the latest technological advancements. With Software Assurance, Terrific Tech can work with you to access future software versions and schedule upgrades whenever the needs of your business dictate. Because both software upgrades and technical support are included, it ensures your software deployments run smoothly, your business remains efficient, and you always have the peace of mind that comes with knowing that your organization's communications solutions are stable, secure and up to date.



Software Assurance

- Protects your technology investment;
- Ensures that your software is always current;
- Supports the software lifecycle from planning and deployment to operation and maintenance.

Software Assurance is available in increments of one to five years and is included in your system purchase. You have the option to purchase an extension of software assurance when the contract period expires.

Benefits

NEC Software Assurance makes it easy to maintain the latest software and technology. Maintaining a current Software Assurance contract offers significant benefits:

- **Protect Technology Investments:** Maintaining current systems and applications, with guaranteed access to NEC technical experts through Terrific Tech, ensures that you have the latest technology and tools to stay competitive. With Terrific Tech and NEC technical support professionals, you receive fast, responsive access to support services and resources for your NEC platforms and applications.
- **Mitigate Unforeseen Costs:** Software Assurance enables you to stay current as technology evolves, alleviating unexpected costs and complexity of a radical upgrade. The fixed annual contract includes bug fixes, service packs, enhancements, and new software releases. You'll never have to worry about unforeseen software expenditures again!
- **Increase Productivity:** NEC's certified technical support professionals and Terrific Tech assist you by quickly addressing system issues and maintaining business efficiency, maximizing uptime. By partnering with Terrific Tech, you can be assured of service continuity for your system to keep it working properly, allowing your in-house IT staff to focus on other priorities.
- **Simplify Budget Planning:** Because you renew your subscription to NEC's Software Assurance Program annually through Terrific Tech, you can plan your software expenditures without the concern of unexpected upgrade costs. Annual and multi-year contracts are available and eliminate unexpected costs for bug fixes, service packs, enhancements, and new software releases.



Schedule of Equipment and Services

Pricing excludes taxes and is valid until 12/23/2016.

Qty	Part Number	
NEC Platform		
140	BE114042	SV9100 Resource-License 01
1	BE113029	GCD-4COTB 4 Port Trunk Card
1	BE113437	GPZ-8LCF
1	Q24-DN000000106251	SV9100 Standard User Upgrade-(MQ)-License 01
1	BE113030	GPZ-4COTF 4 Port Trunk Daughterboard
3	A20-030439-001	Installation Cable
1	BE113435	GCD-8LCF
1	BE113016	GPZ-BS10
1	BE113017	GPZ-BS11
28	BE114153	SV9100 Standard User-License 01
3	BE113037	GCD-PRTA PRI Card
1	Q24-UW000000107852	SV9100E 12 Phone Package
1	BE107079	PGD(2)-U10 Interface Adapter
2	BE106405	Rack Mount Kit
1	Q24-FR000000106831	GCD-IN Server II
1	BE113020	GCD-16DLCA 16 Port Digital Station Card
1	BE112986	CHS2UG-US Expansion Chassis
1	Q24-FR000000113114	SMB Wireless ML440 Package
NEC Terminals		
3	BE113810	DTZ-2E-3(BK)Tel - 2 Button Black Digital Terminal
12	BE113795	ITZ-12D-3(BK)Tel - 12 Button Black IP Terminal 10/100 Network
21	BE113795	ITZ-12D-3(BK)Tel - 12 Button Black IP Terminal 10/100 Network
2	Q24-FR000000107281	ITZ-32DG-1(WH)Tel - 32 Button White Terminal, 10/100/1000 Network, USB and Grayscale LCD
9	BE113805	DTZ-12D-3(BK)Tel - 12 Button Black Digital Terminal
10	Q24-FR000000113113	AP20 Access Point 20 Series
1	Q24-FR000000113112	ML440 Multiline Wireless Handset
NEC Miscellaneous		
29	Q24-DN000000106384	SV91 CRM INTEGRATION-LIC 01
1	BE106414	CHS2U JOINT BRACKET KIT
2	Q24-UW000000107895	CHS2U INT BATT KIT
2	Q24-FR000000107278	DESI ITZ/DTZ-12D-24D (25)

<u>Qty</u>	<u>Part Number</u>	
50	BE115105	SWA PSA SV9100 UNIT

Miscellaneous

1	CFR1000	Alpha CFR 1000 UPS
1	10814-201	Power strip 19", White
1	AT1507EV-BU	Blue - 7 Ft

Services

Installation and Design

Labor-Phone	Implementation & Design
	Digital set placement
Labor-Advanced	Advanced Implementation & Design
Labor-PM	Project Management

Training

Labor-Training	User training
	Phone set training for 47 users
	5 classes, 1 hr/class, max 10 attendees/class
Network Assessment	Network Assessment

First Year Support

PartsWarranty	1st Year Parts Warranty
Support8X5	1st Year 8x5 Labor Support

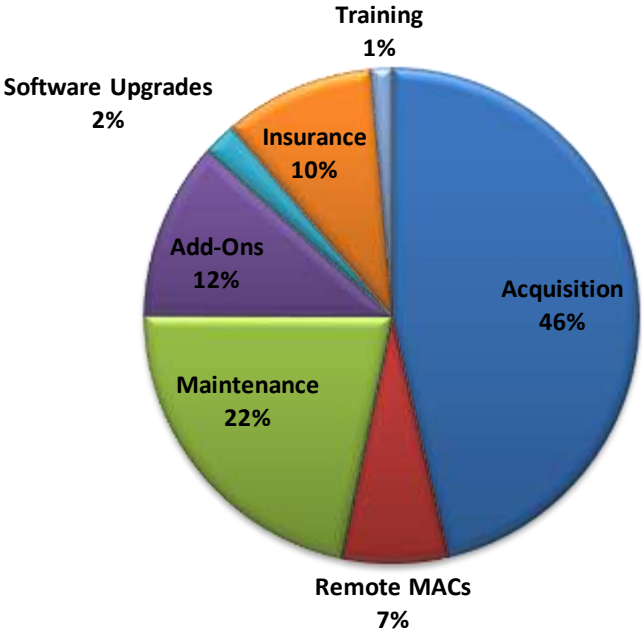
NEC Software Assurance

1	9322100	SWA PSA SV9300 Unit
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Managed Services Program

The goal of our Managed Services Program is to provide full support of your company's communications needs in the future as well as today. We offer you access to a comprehensive service and support program called the Managed Services Program.

When you purchase or lease communications equipment, you assume the risks and responsibilities associated with ownership and operation of that system. The Managed Services Program considers all the costs associated with the operation of your communications system and protects you from the risks and uncertainties associated with ownership and management of advanced technology. Outsource your telecommunications to us and focus your attention on your business, secure in the knowledge your requirements for an effective telecommunications system are being met, both now and in the future.



If you purchase or lease a system, it is important for you to also consider all the costs to operate your system, not just the purchase price. In many cases these costs can ultimately equal or exceed the original acquisition cost, as the above chart illustrates for the proposed solution. With our Managed Services Program, you will know exactly what it will cost you to maintain, operate and expand your system. These costs remain fixed for up to eight years, regardless of fluctuations in the cost of equipment and labor, effectively ensuring your investment protection!

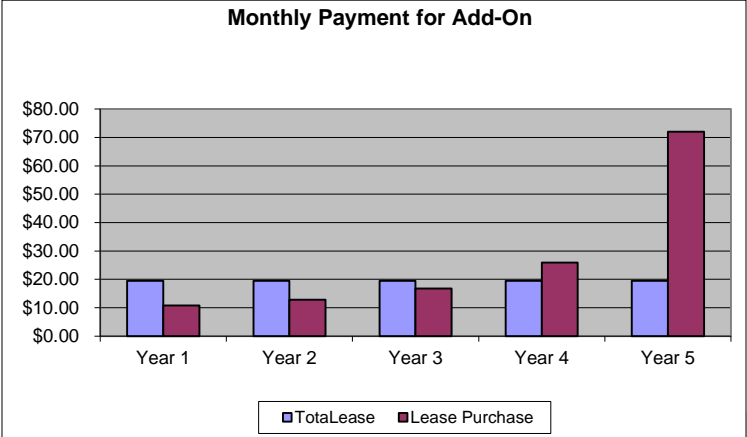
Managed Services Program Benefits

Full Service and Warranty

Your fixed monthly payment includes full service, parts and labor for the full term of your lease — and the renewal term. When you sign your Managed Services Program contract you know exactly what service will cost, without escalation, for up to eight years.

Guaranteed Rates for Expansion

You are provided with a list of common expansion equipment that can be added to your contract, at any time, at a fixed monthly rate. The monthly rate, which includes all installation charges, maintenance and other Managed Services Program provisions, remains regardless of the cost of equipment, labor, interest or even the number of months remaining on your contract, for up to eight years. When you add conventional lease contract, the lease company will calculate the monthly rate based on the current interest rate and the term remaining on your contract.



This chart above shows the effect of adding a phone midyear in each year of your contract. For this example, the purchase price is \$413. In a traditional lease purchase, as the remaining term decreases, the payment added to your lease payment increases from \$10.77 to more than \$70 per month. The Managed Services Program fixed monthly rate is \$19.52. The Managed Services Program rate does not change even as the end of the term gets closer.

Upgrade & Recast Flexibility

The day you purchase or lease a system, you lock yourself into that system’s capacity and technology. The Managed Services Program protects you from obsolescence and the risk involved with potentially upgrading the system in the future as your company grows and market conditions or technology change. At any time after the first two years of the contract, should you need a new system due to growth or technological advances, you can upgrade to a new system with no payoff or penalty relating to the first contract. The first contract is forgiven in its entirety.

Should you wish to upgrade in the first two years, you will only be responsible for the difference between the payments you have made and 24 payments. This difference will be included in your new upgrade contract so there will not be any out-of-pocket expenses. In addition, should you elect to add a substantial amount of our equipment to your system; we offer the ability to recast your Managed Services Program to minimize the impact on your monthly payment.

System Software Upgrades

Any time during the term of the Managed Services Program, you can request to upgrade to the latest production level of our advanced communications platform software at no additional charge. There is no limit to the number of times you can upgrade during the term or renewal period. This includes the communications platform software and the labor to install the software in the then current configuration.

Risk of Loss Coverage

On average an insurance policy charges over \$70 per month to insure a \$50,000 system. Additionally, all commercial insurance policies have deductibles. So, in many cases, you have no insurance at all. With the Managed Services Program, we assume risk of loss for the equipment and the software for the full term of your agreement. No additional insurance is required. You pay no deductibles in the event of a loss. This includes software viruses which no commercial insurance policy will cover. You will not invest your valuable time or money filling out insurance forms or dealing with adjustors. Your equipment, system or software is replaced immediately at our expense.

Disaster Recovery Provision

A current copy of your system database will be maintained off-site. Should you have a catastrophic loss, the system and software are immediately replaced under Risk of Loss and, with the current database maintained off-site, your system can be re-installed, reprogrammed and back in operation as quickly as your environmental conditions permit.

System Training

What good is advanced technology if no one knows how to use it? With the Managed Services Program, we provide training on the use of your system to all of your employees throughout the entire term of your agreement. Any time you add new employees; or should someone just need a refresher course, simply pick up the phone and call us.

Discounted Adds/Moves/Changes

Additional discounts will also extend to changes you may want to make to your system that do not appear on the list provided on the Guaranteed Rates for Expansion provision.

Guaranteed Renewal Options

Upon completion of the Managed Services Program contract, you will be given the option to renew for an additional 36 months at 50 percent of the rate you had been paying. All the benefits from your original contract are locked-in for up to eight years!

Investment Option

MONTHLY TOTAL INVESTMENT \$1,388.00

Cash Purchase vs. Managed Services Comparison

	Cash Purchase	Managed
Purchase Price	\$46,000	
Monthly Fee		\$1,388
Agreement Period Months		60
Total Managed Services Payments		\$83,280
On-Site Maintenance/Support (24x7x365)	\$18,400	✓
TOTAL AFTER 60 months	\$64,400	\$83,280
ADDITIONAL BENEFITS		
Risk of Loss Insurance (at \$1.50 per \$1000/mo.)	\$4,140	✓
Insurance deductibles paid over 60 months	\$5,000	✓
Remote MAC Labor	\$6,900	✓
Software Upgrade Labor (assuming 1 upgrade/year)	\$2,160	✓
Unlimited Training (assuming 2 hrs training/year)	\$1,350	✓
Add-Ons (incl. maintenance & insurance)	\$15,341	\$12,492
Fixed Add-On Pricing	-	✓
No Penalty Upgrade to New Technology	-	✓
30% Move Discount	-	✓
50% Renewal Rate	-	✓
Flexible Recast of Finance Options	-	✓
Return on Available Cash (at 8%)	-	-\$18,400
Cost of Ownership After 60 months	\$99,291	\$77,372