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nCall Price List 2018

nCall is very competitively priced making it an attractive option for both those starting a new answering service or with an established business.

Licence Prices:

Prices are based on the number of 'seats'. The number of seats you need should be based on the maximum number of operators you would want to use nCall at one time. You have the option of renting the software or purchasing the software outright.

Purchase Option:

The nCall price per seat starts at £1100, with the price per seat decreasing as the number of operators increase.

| | | | |
|-------|-------|---|----------------|
| 1-5 | seats | - | £1100 per seat |
| 6-10 | seats | - | £935 per seat |
| 11-15 | seats | - | £825 per seat |
| 16-20 | seats | - | £745 per seat |
| 20+ | seats | - | £660 per seat |

Flexible payment options:

Option 1 : 40% of Licence Price up front
60% 30 days after installation.

Option 2: 40% Licence Price up front
(3 or more licences): 30% 2 months after installation
30% 4 months after installation

Please note, if you choose Option 2, an additional administration charge of £60 will be applied.

Once purchased these licences are perpetual, ie. you own them and can continue to use them forever.

To help you get up and running, all new customers will receive 12 months subscription to our Support, Maintenance and New Versions (SMV) Package without charge.

After this initial 12 months you can optionally renew your Annual SMV Subscription. Should you choose not to renew, you will be able to continue to use nCall unsupported for no extra charge. Renewal is priced at 20% of the combined price of all the nCall licenses in your possession on this anniversary date, based on the then current nCall list price.



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Rental Option:

For implementations of 5 or more operators, there is the option to rent nCall. Some of our customers find this rental option is more financially manageable. As with the purchase price, the rental price per operative seat depends how many operators you have in total.

Based on an implementation of up to 5 concurrent operative licences, rental licences are priced at £48 per operator seat, per month. The rental price per seat falls as you add more operatives. Examples are provided below. Please contact nSolve for a specific rental quote.

| Number of Seats | Price/Seat/Month | Monthly Rental |
|------------------------|-------------------------|-----------------------|
| 5 | 48 | 240 |
| 10 | 44 | 440 |
| 15 | 41 | 615 |
| 20 | 39 | 780 |

You pay the initial 6 months rental in advance, thereafter you pay your rental quarterly in advance.

Rental includes subscription to nCall's Support and Upgrade Package.

Installation & Setup:

This is priced at £200/site. We remotely install the software and link to your phone system.



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Additional Services:

To get the most out of nCall and take advantage of all its great features, we recommend the following additional services:

nSolve Buzz Softphone:

Supports hosted VoIP via SIP, priced at £100/operator or £5/month/operator rental.

Training:

Our standard training package is priced at £350.00 (£300 if purchased at installation time). This includes 7 hours remote training. We also offer advanced training packages and on-site training.

Data Import:

If you are an existing answering service, we can also assist in the transfer of customer data from your existing system. Data Import is priced from £250.00.

REST API:

Our REST API allows you to pull and push data into the nCall database. It comes with examples scripts in PHP, VisualBasic and JavaScript and it priced at £850/site.

nSolve Postcode Server (currently UK and Australian postcode only):

This additional module helps your operators quickly enter correct premise address locations. This is priced at £715/site. For UK Postcodes an [Arc en ciel Address+ licence](#) is required. For Australian postcodes an [Australian Post postcode data licence](#) is required.

nCall Transfer Monitor (for Avaya phone systems only):

Priced at £715/site this additional module allows you to charge for the time your callers spend talking to your contacts following a patch transfer.



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nCall smartphone app:

The nCall smartphone app allows your contacts to receive their messages on their smartphone (and recording in nCall when the message has been delivered and read). It also allows the contacts to quickly update their availability direct in nCall - considerably reducing your administrative overhead.

Licences are required for each contact who has:

- been granted mobile app access (via the Contact->Details 2 tab)
- and who does not have a dormant contact status (e.g. Retired, Left Company)
- and who's client does not have a dormant client status (e.g. Inactive, Testing)

Licence Prices¹:

Smartphone app access:

£600/year/site - this includes 200 licences.

Additional licence blocks:

£200/year/site for 100 licences

Unlimited licences:

£2400/year/site

Example costs

| Number of active licences | Yearly cost |
|---------------------------|-------------|
| 200 | £600 |
| 300 | £800 |
| 500 | £1200 |
| 700 | £1600 |
| 1000 | £2200 |
| unlimited | £2400 |

Installation, setup, support and new versions:

All included.

Optional Branding:

To fully rebrand the app so that customers install an app with your name, your icon, your supplied imagery and your styling:

£1000² + costs (e.g. Apple app registration costs)
+ 20% of the branding cost per year

All prices are exclusive of VAT.

Prices valid until 1st January 2019.

1 Payable quarterly with pro-rata purchases permitted

2 50% initially and the remainder over 4 quarterly payments