

Spanlink STS
6/11/2015 Pricelist

Product Name	Manufacturer	Manufacturer Part No	Vendor Part No	Description	Unit of Measure	State Price	List Price
Courtesy Callback Application	Spanlink Communications	SPLK-MOD-COURTESYCALLBACK	SPLK-MOD-COURTESYCALLBACK	Spanlink Courtesy Callback Package for UCVP, includes setup of up to 5 skill group campaigns and ICM reservation scripting plus mentoring on further skill group administration	Per Unit	\$45,050.00	\$ 53,000.00
Maintenance Courtesy Callback Application	Spanlink Communications	SPLK-TAC-COURTESYCALLBACK	SPLK-TAC-COURTESYCALLBACK	Maintenance for Courtesy Callback Application	Annual	\$6,758.00	\$ 7,950.00
Spanlink Elements (CVP)	Spanlink Communications	SPLK-MOD-CVPELEMENTS	SPLK-MOD-CVPELEMENTS	Spanlink Elements (CVP) Module	Per Unit	\$10,200.00	\$ 12,000.00
Maintenance Spanlink Elements (CVP)	Spanlink Communications	SPLK-TAC-CVPELEMENTS	SPLK-TAC-CVPELEMENTS	Spanlink Elements (CVP) Maintenance	Annual	\$1,530.00	\$ 1,800.00
Spanlink IVR Tool Kit	Spanlink Communications	SPLK-MOD-IVRTOOLKIT	SPLK-MOD-IVRTOOLKIT	Spanlink Tool Kit	Per Unit	\$5,525.00	\$ 6,500.00
Maintenance IVR Tool Kit	Spanlink Communications	SPLK-TAC-IVRTOOLKIT	SPLK-TAC-IVRTOOLKIT	Maintenance for Spanlink IVR Tool Kit	Annual	\$828.75	\$ 975.00
Customer Survey Module	Spanlink Communications	SPLK-MOD-SURVEYMODULE	SPLK-MOD-SURVEYMODULE	CSM includes implementation of 1 survey and outbound needs to support the survey. Monitoring of 3 individuals is also included.	Per Unit	\$34,000.00	\$ 40,000.00
Maintenance Customer Survey Module	Spanlink Communications	SPLK-TAC-SURVEYMODULE	SPLK-TAC-SURVEYMODULE	Customer Survey Module Maintenance	Annual	\$5,100.00	\$ 6,000.00
Spanlink Elements (UCCX)	Spanlink Communications	SPLK-MOD-UCCXELEMENTS	SPLK-MOD-UCCXELEMENTS	Spanlink Elements (UCCX) Module	Per Unit	\$3,825.00	\$ 4,500.00
Maintenance Spanlink Elements (UCCX)	Spanlink Communications	SPLK-TAC-UCCXELEMENTS	SPLK-TAC-UCCXELEMENTS	Spanlink Elements (UCCX) Maintenance	Annual	\$574.00	\$ 675.00
Scheduled Callback Application	Spanlink Communications	SPLK-MOD-SCHEDCALLBACK	SPLK-MOD-SCHEDCALLBACK	Scheduled CallBack - Assumes Callback was purchased	Per Unit	\$10,200.00	\$ 12,000.00
Maintenance Scheduled Callback Application	Spanlink Communications	SPLK-TAC-SCHEDCALLBACK	SPLK-TAC-SCHEDCALLBACK	Scheduled CallBack - Assumes Callback Maintenance	Annual	\$1,530.00	\$ 1,800.00
Spanlink CUIIC Reports	Spanlink Communications	SPLK-MOD-CUICRPTS	SPLK-MOD-CUICRPTS	CUIIC Reporting Package which includes 34 of the top rated custom reports.	Per Unit	\$17,000.00	\$ 20,000.00
Maintenance Spanlink CUIIC Reports	Spanlink Communications	SPLK-TAC-CUICRPTS	SPLK-TAC-CUICRPTS	CUIIC Reporting Package Maintenance	Annual	\$2,550.00	\$ 3,000.00
Managed Services	Spanlink Communications	SPLK-TAC-MSHOURS	SPLK-TAC-MSHOURS	Spanlink provides the correct labor resource to perform moves, adds, changes to technology solutions.	Hourly	\$175.00	\$206.00
OnGuard	Spanlink Communications	SPLK-TAC-ONGUARD	SPLK-TAC-ONGUARD	Spanlink support package that includes labor resources to correct problems with technology solutions and proactive monitoring suite	Hourly	\$175.00	\$200.00
Patch Management	Spanlink Communications	SPLK-TAC-PATCHMGMT	SPLK-TAC-PATCHMGMT	Quarterly patch management of servers. Price is per server per year	Annual	\$437.50	\$500.00
Service Level Manager	Spanlink Communications	SPLK-TAC-SLM	SPLK-TAC-SLM	Dedicated Service Level Manager for high touch operations and managed services	Hourly	\$218.75	\$250.00
Failover Testing	Spanlink Communications	SPLK-TAC-FAILOVERTEST	SPLK-TAC-FAILOVERTEST	Bi-annual failover testing. Price is per device per year	Annual	\$218.75	\$200.00
Check Drill	Spanlink Communications	SPLK-TAC-CHECK	SPLK-TAC-CHECK	Additional check drill to periodically check defined call flows	Annual	\$4,375.00	\$5,000.00
IPT MACD	Spanlink Communications	SPLK-TAC-IPTMACD	SPLK-TAC-IPTMACD	Moves, adds, changes, deletes for Unified Communications environment. Price is per knowledge worker per year	Annual	\$131.25	\$150.00
Contact Center MACD	Spanlink Communications	SPLK-TAC-CCMACD	SPLK-TAC-CCMACD	Moves, adds, changes, deletes for Contact Center environment. Price is per agent per year	Annual	\$175.00	\$200.00

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Capacity Management	Spanlink Communications	SPLK-ENG-CAPMGMT	SPLK-ENG-CAPMGMT	Measures and monitors capacity of redundant components at a component, service and business level	Annual	\$21,250.00	\$25,000.00
Configuration Management	Spanlink Communications	SPLK-ENG-CONFMGMT	SPLK-ENG-CONFMGMT	Backs up and stores device configuration data each night, and makes backups available for restoration purposes.	Annual	\$12,750.00	\$15,000.00
Contact Center Optimization Assessment	Spanlink Communications	SPLK-PRO-CCOA	SPLK-PRO-CCOA	Contact Center Optimization Assessment	Per unit	\$21,250.00	\$25,000.00
Post Deployment Assessment	Spanlink Communications	SPLK-PRO-POSTDEPLOYMENTASMT	SPLK-PRO-POSTDEPLOYMENTASMT	Post Deployment Assessment	Per unit	\$8,500.00	\$10,000.00
Professional Recording Studio	Spanlink Communications	SPLK-PRO-RECORDINGSTUDIO	SPLK-PRO-RECORDINGSTUDIO	Professional Recording Studio - 100 English prompts	Per unit	\$2,000.00	\$2,355.00
Reporting Assessment	Spanlink Communications			Reporting Assessment	Per unit	\$6,500.00	\$7,650.00
Simulation Testing	Spanlink Communications	SPLK-PRO-SIMULATIONTEST	SPLK-PRO-SIMULATIONTEST	Simulation Testing for 1 location	Per unit	\$10,200.00	\$12,000.00
Solution Value Assessment	Spanlink Communications	SPLK-PRO-SVA	SPLK-PRO-SVA	Solution Value Assessment	Per unit	\$25,500.00	\$30,000.00
Professional Services VRA	Spanlink Communications	SPLK-PRO-VRA	SPLK-PRO-VRA	Voice Readiness Assessment	Per unit	\$25,000.00	\$32,000.00
Professional Services PM	Spanlink Communications	SPLK-PRO-PM	SPLK-PRO-PM	Project Manager	Hourly	\$175.00	\$206.00
Professional Services Business Transformation Consultant	Spanlink Communications	SPLK-PRO-BTC	SPLK-PRO-BTC	Business Transformation Consultant	Hourly	\$175.00	\$206.00
Professional Services Unified Communications Engineer	Spanlink Communications	SPLK-PRO-UCE	SPLK-PRO-UCE	Unified Communications Engineer	Hourly	\$175.00	\$206.00
Professional Services Voice Solutions Engineer	Spanlink Communications	SPLK-PRO-VSE	SPLK-PRO-VSE	Voice Solutions Engineer	Hourly	\$175.00	\$206.00