ECM Library

D. Miller & Associates, Ltd.

742 Laurel Ave

Highland park, IL

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Maintenance Contract Quote

ECM Library Core Product Description

ECM Library is a rich "enterprise solution" that gives users easy access to their specific information. At the same time, it allows the IT and security management professionals to police content acquisition and usage. Through our state-of-the-art methodologies, emails, faxes, attachments, pictures, CAD, documents, and thousands of other types of communications and access are monitored, reducing risk by providing visibility and protection.

ECM software continues to be written for new projects and new versions and addons are created in response to users' needs.

ECM Initial cost and install	The new installed product cost with your discount: $100,000 (includes licensing fees for ECM Library, we do not separate them out now). Note: that is a base of $125,000 less a 20% discount of $25,000
1st Year's maintenance included	$0
2nd Year and each following consecutive year's Maintenance	Support is 21% of the product cost @ discount or $21,000 per year.
Cost after 1 year of maintenance skipped	45% of the purchase price ($45,000)

Cost after 2 consecutive years of maintenance skipped	93% of the purchase price ($93,000)
Cost after 3 consecutive years of maintenance skipped	100% of the current purchase price with no discounts applied

Includes:

- 24 hours of one-on-one remote working together with a lead from each company
- 24 hours of live chat support
- Unlimited email support between leads
- Onsite work while under maintenance for $105 per hour plus reasonable expenses.
- Onsite work while NOT under maintenance for $215 per hour plus reasonable expenses.

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