



MuftaSoft

Support Rates for Enterprise Softwares from MuftaSoft™

General	Cost	Free (If the software is completely FOSS/ OSI compliant)	Rs 600K per year Rs 50K per month	Rs 1M per year Rs 83K per month
	Number of incidents	0	5 per month	10 per month
	Additional Incidents	0	Rs 25,000 per incident	Rs 17K per incident
Availability	Working Hours	None	9:00 – 17:00 Monday to Thursday and Saturday 9:00 – 12:00 and 14:00 – 17:00 on Friday	9:00 – 17:00 Monday to Thursday and Saturday 9:00 – 12:00 and 14:00 – 17:00 on Friday
Response times	High Priority	Best Effort	Less than 4 Hours	Less than 4 Hours
	Medium Priority	Best Effort	Less than 12 Hours	Less than 12 Hours
	Low Priority	Best Effort	Next business day	Less than 12 Hours
Support Channels	Discussion Forum	Included	Included	Included
	In App Chat	Not included	Included	Included
	Email Support	Not included	Included	Included
	Phone Support	Not included	Not Included	Included
Upgrades	Priority Bug Fixes	Not included	Included	Included
	Major Releases	Not included	Included	Included
	Minor Releases	Not included	Included	Included
	Hot Fix Releases	Not included	Not included	Included
	Small Customizations	Not included	Not included	Included

Service	Description	Price / Cost / Rate
<p>Installation</p>	<p>One-time installation fee. This assumes that you have an account with a hosting provider and just need help installing the software.</p> <ul style="list-style-type: none"> • Basic Installation • Custom Domain • Configure Application • Configure Email • Configure Backups • Configure Monitoring • Configure HTTPS <p>Details are software dependent.</p>	<p>Rs 125K per server</p>
<p>Upgrade</p>	<p>One-time upgrade fee. This assumes that you have a working application installation based on an official release.</p> <ul style="list-style-type: none"> • Latest Releases • Hotfixes <p>Details are software dependent.</p>	<p>Rs 42K per server</p>
<p>Support Incident / Troubleshooting</p>	<p>If you've encountered a problem with your self-hosted server you can request support from us.</p> <ul style="list-style-type: none"> • Screen share Session • Review Server Logs <p>Details are software dependent.</p>	<p>Rs 25K per server</p>
<p>Implementation & Configuration</p>	<p>Includes costs involved in configuring the software as well as implementing your organization's workflows. This can usually be done in-house but may require external resources in cases where technical expertise is not available. This should also include the cost of data backup / restoring processes and contingency plans if the software becomes unavailable due to power/Internet outages and hardware failures.</p>	<p>Rs 83K per server</p>

<p>Online Training</p>	<p>The cost to train employees to use the software, which may include training materials like documentation, tutorials, videos, etc. This will likely be an on-going cost as you'll have to train new employees and update training materials as the software evolves. On-premise training is also available.</p>	<p>Rs 100K per session</p>
<p>Data Migration</p>	<p>If your organization is using another software system (even if it's just Excel) to manage your supply chain data you'll probably want to move that data to the new software. In either case, you will need to export (e.g. download as CSV), transform (e.g. re-format the data to be imported), clean (e.g. remove duplicate and obsolete data) and most importantly test your data before you can start using the new system. This process can range from manual data-entry to automated data importing using APIs and other data migration tools.</p> <p>Data migrations usually include the following data:</p> <ul style="list-style-type: none"> • Users • Roles • Facilities • Internal Locations • Products • Stock Levels • Current Inventory • Stock History <p>Details are software dependent.</p>	<p>Rs 42K per data item.</p>
<p>Data Synchronization</p>	<p>If you plan to host a server in the cloud as well as on-premise, then you'll likely want to configure data replication between your servers.</p> <ul style="list-style-type: none"> • Database Replication • 1 Cloud Server • 1 On-Premise Server <p>Details are software dependent.</p>	<p>Rs 2M per environment</p> <p>NOTE: This does not include on-going maintenance and support.</p>

<p>Custom Report</p>	<p>If you need a custom report or dashboard KPI we can usually turn these around fairly quickly unless we need to build a new data structure.</p> <p>Details are software dependent.</p>	<p>Rs 82K per report</p>
<p>Custom Development</p>	<p>Hopefully the enterprise softwares do everything you need. But in some cases you may need to hire a developer to build new features or improve existing ones. You can purchase Custom Development in chunks of time based on our Estimated Hours. Once the purchase has been made, we will allocate a project manager and developer and begin the requirements gathering process.</p> <p>Estimated Hours</p> <ul style="list-style-type: none"> • Bug Fix (5 Hours) • Improvement (10 - 25 Hours) • New Feature (25 - 50 Hours) • Integration (100+ Hours) 	<p>Rs 20K per hour</p>
<p>Integration</p>	<p>At some point your organization may want to integrate with an external system i.e. accounting software or an old enterprise resource planning (ERP) system. Integration costs depend on how complicated it will be to communicate between the two systems. Today, most software utilize REST APIs to facilitate communication between systems while older systems use EDI (electronic data interchange) or XML. Integration costs should also include updates to standard operating procedures (SOPs) which may require re-training.</p>	<p>Starts at Rs. 2M</p>

Discounts

If you would like to purchase larger increments in order to develop multiple customization at one time, we'd be happy to discuss discounted rates. Contact our Support Team, provide them with details about your requirements and we'll get back to you with a quote.

Non-Profits

If you are a non-profit or small business and feel like you cannot afford these rates, please let us know. We can reach out to some of our partners for cheaper quotes. Provide details to our Support Team and we'll refer you to one of our partners.