

i-Sight by Customer Expressions

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Project Overview

Objectives

The prospect desires to implement a Case Management Solution that will enable:

- Improved operational efficiencies
- Provide a consistent approach for managing incidents across each location
- Track, manage and report on incidents

In support of these objectives, CEC will provide professional and technical services to implement a solution to meet the organizational objectives, plus technical services to analyze and document the requirements by the prospect.

Solution Approach

i-Sight can be offered as a fully hosted or client-installed solution. CEC will be responsible for technical support and maintenance of the solution.

i-Sight will:

- Funnel in incidents from a variety of sources
- Provide configured workflow to assign and notify the appropriate teams or individuals
- Track and manage all actions and milestones to completion of a case
- Provide a robust business intelligence tool to trend, analyze and report on all information captured within the solution

Pricing Overview

1. Summary

Item	One-Time Fee	Annual Fee
i-Sight Configuration	\$2,000	
Hosting & Maintenance		\$650/month
User Access Fees – 10 user licenses will be provided for free Any additional user will be charged at \$240 per user per year		
Totals	\$2,000	\$650/month
Total Cost for Year 1		\$9,800

***Integration available @ \$1500 per day (average 3-5 days) ***

Year 1 Cost	Year 2 Cost	Year 3 Cost
\$9,800	\$650/month	\$650/month

Note: All prices exclude travel expenses, are in USD, valid for 60 days and are based on a 3-year term.

Pricing Detail

1. One Time Implementation Fees

Item	Price	Billing Milestone	Deliverables
i-Sight Configuration	\$2,000	Billed Upon Contract Signing	<ul style="list-style-type: none">Fully Configured Version of i-Sight

Requirements Definition

The prospect will be responsible to define the solution requirements. This includes the development of:

- Future State Process Map that is used to define the system workflow
- Field Specification used to define the forms within i-Sight

Once i-Sight is configured i-Sight will work with the prospect to complete User Acceptance Testing and ensure a smooth Go-Live process.

i-Sight Configuration

Once the requirements have been defined and the BRD has been finalized the i-Sight development team will complete the configuration. This includes configuration of:

- Workflow
- Forms
- Access Controls

A more detailed description of the project lifecycle can be found within the document below:

2. Annual Fees (USD)

Item	Price	Billing Milestone	Deliverables
Hosting & Maintenance	\$650/month	Billed Annually in Advance	<ul style="list-style-type: none"> • Test Environment • Production Environment • Ongoing maintenance of the hosting environments • Technical Support
User Access Fees	10 users included for free Any additional user will be charged at \$240 per user per year	Billed Annually in Advance	<ul style="list-style-type: none"> • User access to i-Sight • Technical Support

Hosting & Maintenance

i-Sight will deploy a test environment that will be used for user acceptance testing. This environment will be maintained on an ongoing basis to ensure any future updates can be tested prior to deployment in production.

A production environment will be deployed for go-live and project completion.

i-Sight will maintain the hosting environments on an ongoing basis. This includes any necessary patches or updates required to ensure the continued secure use of i-Sight.

Technical support related to the hosting environment is available 24 X 7.

User Access Fees

The user access fees are based on the number of active named users.