



eONE SOLUTIONS  
PRICING  
UPDATES

STARTING  
JANUARY 4TH, 2021

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Australia & New Zealand  
(AUD & NZ)

# eONE SOLUTIONS PRICING UPDATES

Everything you need to know about eOne's  
Pricing Update, Starting January 4, 2021

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[eonesolutions.com](http://eonesolutions.com)

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# Introduction

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Since 2001, eOne Solutions has provided superior products and services to help customers customize, integrate, automate and report on their ERP and CRM Data.

Looking ahead to 2021, eOne Solutions remains committed to a model of software development focused on continual improvement, with regular hotfixes, service packs, and functional releases both within our cloud products, SmartConnect.com and Popdock.com as well as in our on-premise products, SmartConnect, Extender, Smartlist Builder, SmartView, NodeBuilder, SmartPost and Flexicoder.

Behind the scenes, over the past 5 years we've invested heavily in the development of our cloud offerings with the intention to future-proof:

- **Integrations** - so our customers can successfully connect their cloud and on-premise apps with SmartConnect (both our cloud version and our on-premise software).
- **Reporting** - so our customers can access Smartlists from GP, Business Central or from another app anywhere - via mobile, the web, via a portal, or within their favorite application.
- **Your business** - by providing platforms that reach beyond the Microsoft ecosystem.

The cloud model not only impacts our respective revenue, it makes fundamental adjustments to our ISV cost model. As we deliver fully-hosted solutions in Microsoft's cloud, costs have been moved to the software provider.

Over the past 20 years, we have continued to invest heavily in the development of our products and services and we are making pricing adjustments on January 4, 2021 accordingly. Our goal is to ensure we can continue to invest in the on-premise and cloud experiences that our customers need now and as they make a bigger transition to the cloud over the next 10 years.

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# What's Changing on January 4, 2021?

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Specifically, we're updating our pricing models for SmartConnect Subscriptions, our SmartConnect Perpetual license model, and Popdock Subscriptions.

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- **SmartConnect Subscriptions** – We're introducing three plans – Basic, Business, and Premium. These plans all provide dual use rights to both Smartconnect On-premise and to SmartConnect.com, eOne's iPAAS cloud version. The plans are all inclusive of the product features and are tiered based on number of connections and levels of support, training and services. Customers may pre-pay for one, two, or three years of subscription to receive additional discounts for new purchases and with our transition offers.
  - **SmartConnect Perpetual Licensing** – We're introducing an 8-year site license + 20% Annual Enhancement for three plans – Basic, Business and Premium. Our 8-year site license + AEP includes the SmartConnect On-Premise product only. Support, training, and services may be purchased separately. Considering our Annual Enhancement Plans (AEP) are based on our list pricing, we've introduced offers for our existing customers to receive protected AEP prices for two years or transition to subscription at a reduced price.
  - **Popdock Subscriptions** – We're introducing three plans – Basic, Business and Premium, which are inclusive of the product features and tiered based on a limit of Popdock app users and query usage. This update to the plan inclusions better supports the most popular way to use Popdock – to embed Popdock data where users work, so they can be more efficient and access the Smartlist-type detail they need quickly to do their job better. Popdock widgets are now available across all plans.
  - Our Popdock and SmartConnect license and renewal pricing in the CAD, NZD and AUD regions also better reflect today's currency translations.
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# What's Not Changing on January 4, 2021?

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Many things are not changing:

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- All of our pricing on our perpetual, SAAS subscription and renewal items for SmartList Builder, SmartView, SmartPost, Extender Standard, Extender Enterprise, Node Builder, and Flexicoder have not changed. Also, there is no adjustment on currency translations for these items between Q4 2020 and Q1 2021.
- Pricing on services, support and training is not changing.
- eOne's Partner Program





# SmartConnect Pricing starting January 4, 2021

## SmartConnect Subscriptions

We've introduced three monthly subscription plans that are tiered based on number of active connections that can be used per deployment of SmartConnect and is inclusive with levels of services, support and training.

Basic	Business	Premium
<b>\$300/month</b>	<b>\$600/month</b>	<b>\$1020/month</b>
<ul style="list-style-type: none"><li>• <b>2 Connections per Deployment</b></li><li>• SmartConnect.com</li><li>• SmartConnect On-Prem</li><li>• Unlimited Integration Processes</li><li>• Cloud &amp; On-Premise Integration</li><li>• Excel add-in</li><li>• Introductory Training</li></ul> <p><b>Not Included:</b> Support In-Depth Training Consulting Services</p>	<ul style="list-style-type: none"><li>• <b>5 Connections per Deployment</b></li><li>• SmartConnect.com</li><li>• SmartConnect On-Prem</li><li>• Unlimited Integration Processes</li><li>• Cloud &amp; On-Premise Integration</li><li>• Excel add-in</li><li>• Introductory Training</li><li>• Unlimited Support</li></ul> <p><b>Not Included:</b> In-Depth Training Consulting Services</p>	<ul style="list-style-type: none"><li>• <b>8 Connections per Deployment*</b></li><li>• SmartConnect.com</li><li>• SmartConnect On-Prem</li><li>• Unlimited Integration Processes</li><li>• Cloud &amp; On-Premise Integration</li><li>• Excel add-in</li><li>• Introductory Training</li><li>• Unlimited Support</li><li>• Integration Bootcamp Pass</li><li>• 4 hours of Consulting per year</li></ul>

\*With the Premium Plan, additional connections may be purchased for \$120/connection/month.



# SmartConnect Pricing starting January 4, 2021

## Pre-Pay for your SmartConnect Subscription

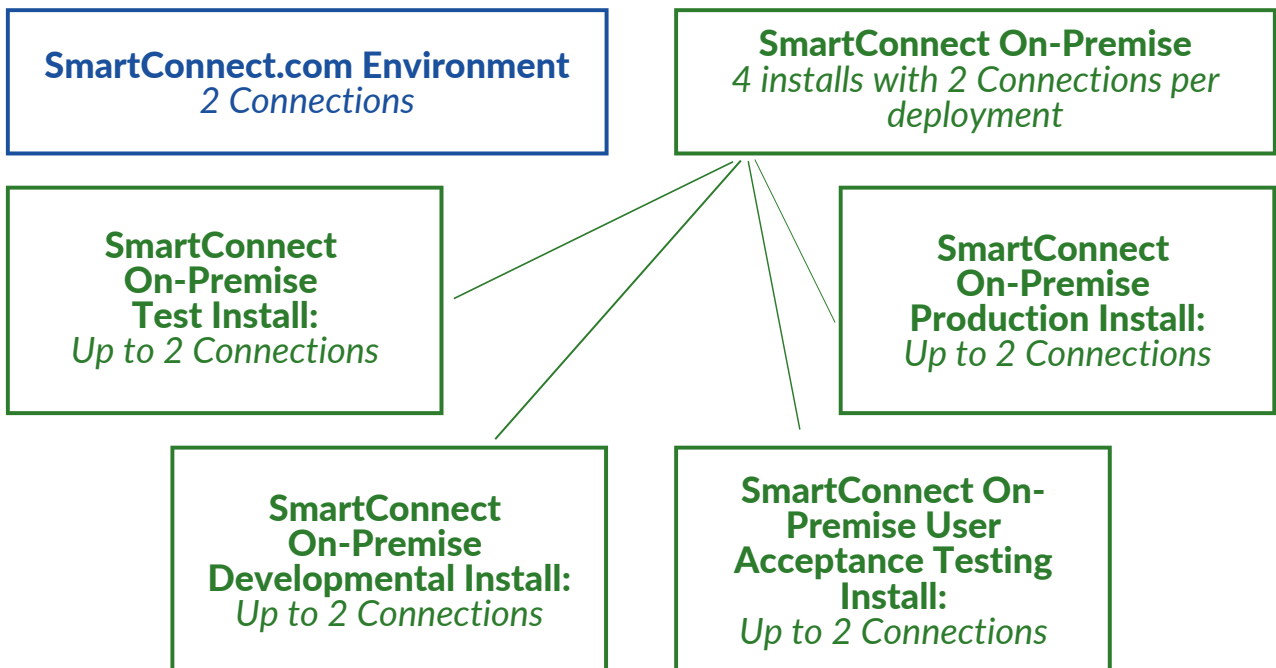
Customers who are purchasing eOne’s SmartConnect Subscription plans may pre-pay for the annual amount of their plan to receive additional discounts at the [eOne Shop](#):

- 1 Pre-pay for 1 year of your subscription plan & **save 5%**
- 2 Pre-pay for 2 years of your subscription plan & **save 8%**
- 3 Pre-pay for 3 years of your subscription plan & **save 12%**

## What does a Connection mean in SmartConnect Subscription Plans?

In each plan, you’ll receive a certain number of connections and dual use rights to access SmartConnect.com and SmartConnect On-premise (4 installs). This means the number of connections that can be used in each install of SmartConnect or within a SmartConnect.com environment.

**Example:** In the case of **SmartConnect Basic Subscription Plan**, SmartConnect On-premise (4 installs) & SmartConnect.com are included. The customer has rights to:





# SmartConnect Pricing starting January 4, 2021

## How is a Connection Counted in SmartConnect Subscription Plans?

### Unlimited Integration with your Configured Connections

Connections are configured once and can then be used as a source or destination in many (unlimited) integrations.

### Business Applications

An instance or tenant counts as a connection. Under that, integrate with as many companies or organizations as you would like.

1 Dynamics GP Instance = 1 Connection



(Multi-Company Integration Included)

1 Dynamics Business Central Instance = 1 Connection



(Multi-Company Integration Included)

1 Dynamics NAV Instance = 1 Connection



(Multi-Company Integration Included)

1 Dynamics 365 Instance = 1 Connection

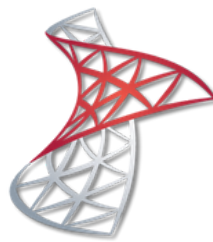


(Multi-Company Integration Included)

1 Salesforce Instance = 1 Connection



1 SQL Instance = 1 Connection



1 REST API Instance = 1 Connection



### Files

Files work differently. Your first file used for an integration counts as a file connection. After that, unlimited file integrations can be run without counting as more connections.

See the SmartConnect Pricing Guide for More Detail.





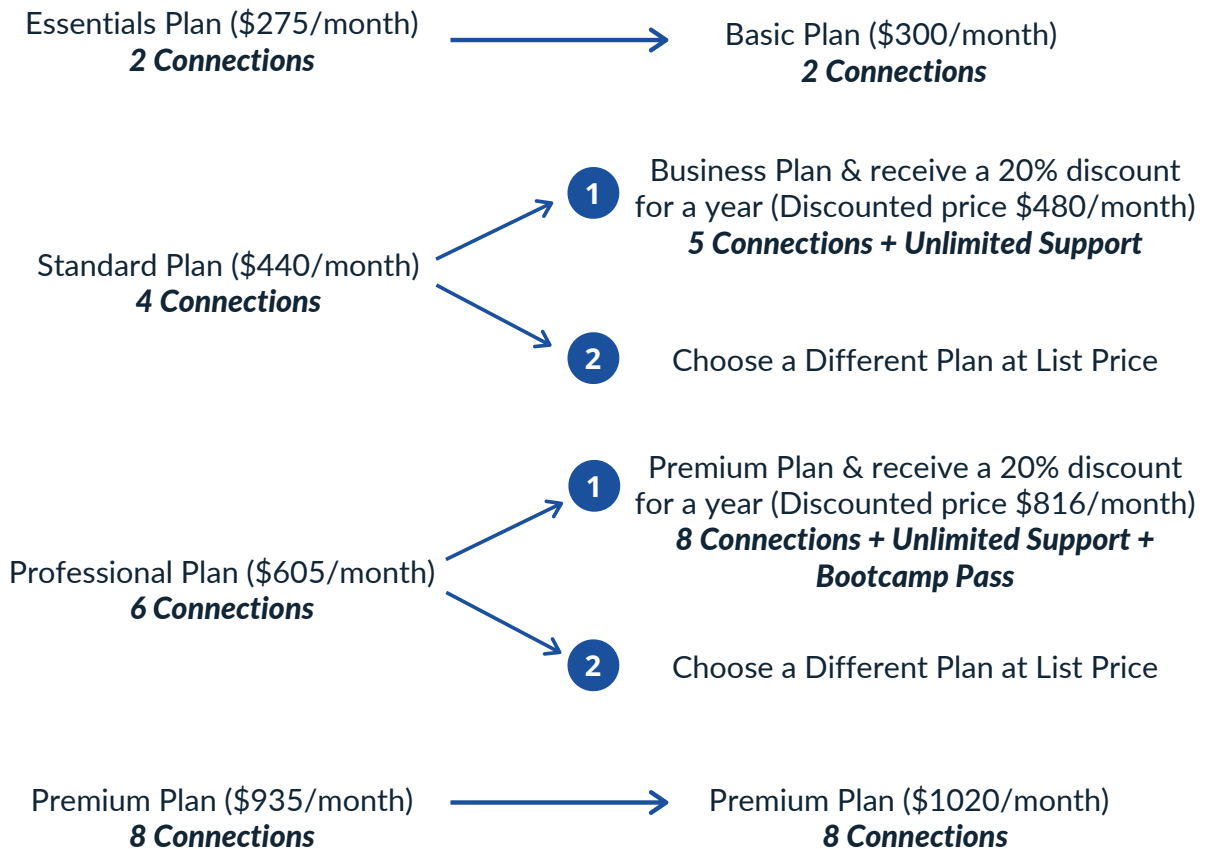
# SmartConnect Renewals for Existing Customers

## Existing SmartConnect Customers on a Monthly Subscription

Existing SmartConnect Customers who are on monthly subscriptions will be transitioned to the updated plans that are available on January 4, 2021. Customers on SmartConnect Standard Subscription and SmartConnect Professional Subscription plans prior to January 4, 2021 will be automatically provided the transition offer or they may elect to move to a different plan level at list price. Here the transitions between plans:

### Prior to January 4, 2021

### After January 4, 2021





# SmartConnect Renewals for Existing Customers

## The SmartConnect 8-Year Site License

The SmartConnect 8-year license provides access to 4 installs of SmartConnect On-Premise, and an allotment of connections based on the plan level. The connection limit is associated with each install that is registered with eOne as an activated license. Here are the three SmartConnect 8-Year Site License Plans available on January 4, 2021:

Basic	Business	Premium
<b>\$8,400 + 20% AEP</b>	<b>\$13,200 + 20% AEP</b>	<b>\$21,600 + 20% AEP</b>
<ul style="list-style-type: none"> <li>• <b>2 Connections per Deployment</b></li> <li>• SmartConnect On-Prem</li> <li>• Unlimited Integration Processes</li> <li>• Cloud &amp; On-Premise Integration</li> <li>• Excel add-in</li> <li>• Introductory Training</li> </ul> <p><b>Not Included:</b> Support Formal Training Consulting Services</p>	<ul style="list-style-type: none"> <li>• <b>5 Connections per Deployment</b></li> <li>• SmartConnect On-Prem</li> <li>• Unlimited Integration Processes</li> <li>• Cloud &amp; On-Premise Integration</li> <li>• Excel add-in</li> <li>• Introductory Training</li> </ul> <p><b>Not Included:</b> Support Formal Training Consulting Services</p>	<ul style="list-style-type: none"> <li>• <b>8 Connections per Deployment*</b></li> <li>• SmartConnect On-Prem</li> <li>• Unlimited Integration Processes</li> <li>• Cloud &amp; On-Premise Integration</li> <li>• Excel add-in</li> <li>• Introductory Training</li> </ul> <p><b>Not Included:</b> Support Formal Training Consulting Services</p>

\*With the Premium Plan, additional connections may be purchased for \$1,800/connection + 20% AEP

### How the SmartConnect 8-year license Pricing Works

At the initial purchase, the total price of the SmartConnect 8-year license is the 8-year site license plan price + 20% annual enhancement.

As an example, in the scenario of the Base Plan of the SmartConnect 8-Year license:

**Year 1:** The total price is based on the license price + year 1 annual enhancement.

License Price:	\$8400
1st Year Annual Enhancement Plan:	\$1680
<b>Total:</b>	<b>\$10080</b>

**Year 2 & After** (the next annual renewal through year 8): The annual enhancement plan price is based on 20% of the current list price.

Annual Enhancement Plan Renewal Total:	\$1680
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## SmartConnect Renewals for Existing Customers

### Existing SmartConnect Customers currently on an Annual Enhancement Plan

Existing SmartConnect customers who are on an Annual Enhancement Plan, because they purchased the SmartConnect Perpetual License will continue to receive unlimited connections for the SmartConnect on-premise license they own. Regarding their renewal, they'll automatically receive option 1, unless they elect for option 2.

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Stay on AEP for two years at a protected AEP Renewal Price of \$1,680.

After two years, the new AEP price will be based on 20% of the SmartConnect Business Plan's retail price. (In 2021 that is \$2,640 AEP).

An add-on of SmartConnect 1 year unlimited support is available for \$2,145/year.

- Or -

2

Transition to the SmartConnect Business Plan at a protected price of \$240/month for 4 years.

- Received access to both SmartConnect on-premise & SmartConnect.com
- Unlimited Support & Introductory Training included.
- Annual Pre-Payment Discounts can be used with this offer

### Helpful How-To's

- [How to order new products at the eOne Shop.](#)
- [How to renew on the eOne website & align you annual enhancement date.](#)



# Popdock Pricing

## Popdock Subscription Pricing

We're pleased to introduce inclusive updated plans for Popdock. With these plans, we're now offering Popdock widgets across all plans, including unlimited Popdock widget users, and have included a user count by plan (Prior, we'd priced separately for the plan + individual user count).

Basic	Business	Premium
\$119/month	\$239/month	\$479/month
<ul style="list-style-type: none"> <li>• Up to <b>5 App Users</b></li> <li>• Unlimited Widget Users</li> <li>• Limit of <b>1,000 Queries</b></li> <li>• Web Client</li> <li>• Mobile Client</li> <li>• Excel add-in</li> <li>• Widgets - all types!</li> <li>• Email + Phone Support</li> </ul> <p><b>Not Included:</b> Custom Lists SmartCache Scheduling Actions</p>	<ul style="list-style-type: none"> <li>• Up to <b>20 App Users</b></li> <li>• Unlimited Widget Users</li> <li>• Limit of <b>10,000 Queries</b></li> <li>• Web Client</li> <li>• Mobile Client</li> <li>• Excel add-in</li> <li>• Widgets - all types!</li> <li>• Custom Lists</li> <li>• Actions</li> <li>• Email + Phone Support</li> </ul> <p><b>Not Included:</b> SmartCache Scheduling</p>	<ul style="list-style-type: none"> <li>• Up to <b>300 App Users</b></li> <li>• Unlimited Widget Users</li> <li>• Limit of <b>50,000 Queries</b></li> <li>• Web Client</li> <li>• Mobile Client</li> <li>• Excel add-in</li> <li>• Widgets - all types!</li> <li>• Custom Lists</li> <li>• Actions</li> <li>• SmartCache*</li> <li>• Scheduling</li> <li>• Email + Phone Support</li> </ul>

\*With the Premium Plan, SmartCache (\$119/month) and Additional Packs of 50,000 Queries (\$119/month each) are available for purchase. Contact sales@eonesolutions.com for volume pricing.

 Popdock Pricing

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## Pre-Pay for your Popdock Subscription

Customers who are purchasing eOne's Popdock Subscription plans may pre-pay for the annual amount of their plan to receive additional discounts at the eOne Shop:

- 1 Pre-pay for 1 year of your subscription plan & **save 5%**
  - 2 Pre-pay for 2 years of your subscription plan & **save 8%**
  - 3 Pre-pay for 3 years of your subscription plan & **save 12%**
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## For Existing Popdock Customers & Renewals

eOne's account management team will be working directly with billing contacts for our customers to provide the Popdock transition plan to either the Popdock Basic, Business or Premium subscription plan. In many cases, the billing contact is an eOne partner. Contact [sales@eonesolutions.com](mailto:sales@eonesolutions.com) with questions.

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# Timeline & Communication Plan

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Our goal is to ensure our billing contacts and partners are well-informed in advance to our pricing update on January 4, 2021. Here is the schedule for when we'll be notifying our partners, direct customers and community:

- **November 4th, 2020**
  - **Email To Partners** – Join the Partner All Hands Call to Learn about Pricing Updates on January 4, 2021.
  - **eOne Blog** – Pricing Updates on January 4, 2021
  - **Pricing Content Published** on the [eOne Partner Resources](#).
- **November 18th, 2020**
  - **Partner All Hands Call** at 2:00 p.m., CDT
  - **Email to Partners** – Summary of Pricing Updates on January 4, 2021
  - **Email to Direct Customers** – Summary of Pricing Updates on January 4, 2021 & Next Steps.
- **December 7th, 2020**
  - **eOne Blog** – Reminder of Pricing Updates + Common Questions
  - **Follow up** from eOne's account team
- **January 4th, 2021**
  - **New Pricing is Live**

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## eOne Solutions Quotes & Invoices

**Important Note** – All quotes and invoices generated between November 4, 2020 – January 3, 2021 will have an expiry date of January 3, 2021.

On January 4, 2021 and after, all quotes and invoices will have an updated expiry date.

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## Important Resources

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### Content about the Pricing Updates

For our partners, we've developed several assets to help support you as you communicate these options to your customers. They may be accessed on [eOne's partner resources here](#), and include:

- eOne Solutions Quarterly Price Lists
  - SmartConnect Pricing Guide (PDF's by Currency)
  - Popdock Pricing Guide (PDF's by Currency)
  - eOne AEP Renewals Guide (Explanation of perpetual license renewals and notifications)
  - eOne Solutions Pricing Update on January 4, 2021 (PDF Guide)
  - eOne Solutions Pricing Update on January 4, 2021 (PPT by Currency)
  - Sample Email Communication for Partners – Explaining eOne's 2021 Pricing Changes to Customers
  - Conversation Guides for Partners – Explaining eOne's 2021 Pricing Changes to Customers
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### eOne Monthly Renewals Notifications & Online Portal

The billing contact for each account receives the communication regarding pricing changes and renewals. Oftentimes, the billing contact is the eOne partner who handles billing on behalf of their customers. eOne Solutions sends a monthly renewal report that includes:

- Customer renewals due in 120, 90, 60, 30 days
- Customer renewals expired or past due
- Amount due per product per customer

Anytime, our customers and partners may log in to eOne Solutions' website to self-service and create quotes, invoices and pay for renewals.

Please keep in mind that the pricing on the eOne AEP Renewals Report and our online ordering is based on the current price list. Prior to January 4, 2021, the Q4 2020 price list is what's used to calculate renewal amounts due on our website and in the monthly eOne AEP Renewals Report. Starting on January 4, 2021, the monthly AEP Renewals Report and the renewal prices to order on eOne's website will be calculated based on eOne's Q1 2021 price list.

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# FAQS

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## Where can I find the details for features and inclusions by plan for SmartConnect and Popdock Plans

We recommend reviewing the SmartConnect Pricing Guide (PDF) and the Popdock Pricing Guide (PDF). We offer both of those documents by currency.

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## If I have a customer who is currently on perpetual licensing that would like to transition to the subscription pricing now, can they do that?

Yes, contact our sales team at [sales@eonesolutions.com](mailto:sales@eonesolutions.com) or your account manager to discuss the best option. We're willing to work with you on moving customers to our cloud products and subscription plans in advance to our pricing change.

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## Can I renew early in advance to the pricing changes on January 4, 2021?

Yes, if you renew in advance, quotes and invoices generated will be based on eOne's Q4 2020 price list. All quotes and invoices generated between November 4, 2020 and January 3, 2021 will expire on January 3, 2021.

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## Have Questions?

Give us a call at +1 (888) 319-3663 or email [sales@eonesolutions.com](mailto:sales@eonesolutions.com). We look forward to discussing your scenario and helping with next steps.





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