

eone

All Hands Call



eonesolutions.com



Agenda

Partnering with Zendesk + Delivering Integrated Helpdesk Experiences

2024 Pricing Updates

Partnering with eOne on Communication

Q&A

Partnering with Zendesk to deliver an integrated helpdesk

Larry Head, Principal Partner Sales Executive at Zendesk



March 2024

Unlock the power of great customer experiences



Larry Head

Principal Partner Sales Executive

MEET ZENDESK

Champions of customer service



Powering the world's most innovative customer experiences



Customer service is in our DNA

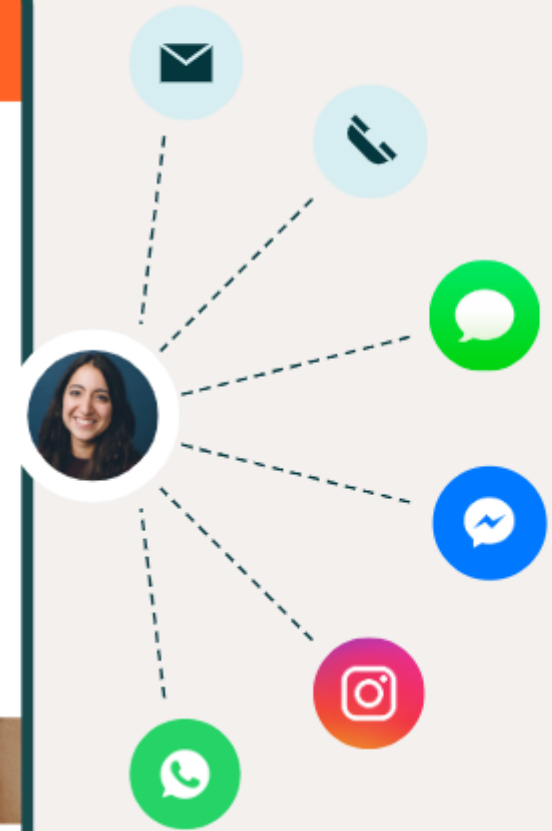
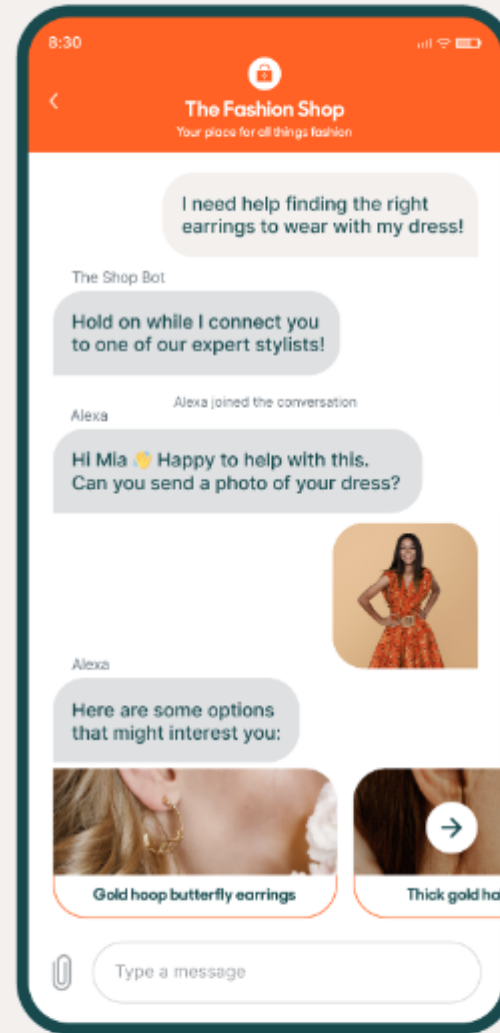


CX best practices built into our products



Deliver intelligent omnichannel experiences

- Recognize customers across any channel or device to personalize service
- Provide consistent, human-like bot interactions
- Use customer insights for personalized service
- Offer 24/7 self-service or smart bot options for fully automated resolutions
- Uncover selling opportunities within service interactions



Omnichannel, bots, self-service,

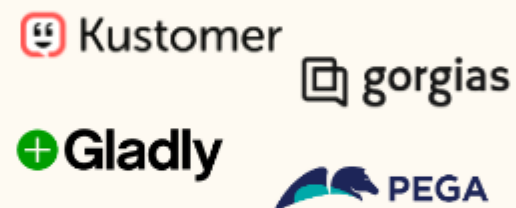
We operate in a highly competitive market. Only Zendesk puts CX at the center

CRM Suites



The heart
of CX

Vertical Solutions



IT Solutions



CCaaS



Custom Build



Trusted by 180,000+ companies in 160+ countries

Edu,
Nonprofit
and
Government

Internet

Software

Telecom

Finance

Healthcare

Media and
Entertainment

Retail

Travel

 SQUARESPACE

 box

 NTT DATA

 SoFi

 HENRY SCHEIN

 NYX
GAMING GROUP

 Stanley
Black &
Decker

 Uber



 slack

 xerox



 SIEMENS

 omoda

 NETFLIX

 TESCO

 Bolt

 ACLU

 GROUPON

 EVERNOTE



 STARLING BANK

 Saludsa

 WARGAMING.NET

 Accent
Group

 Expedia

 FCC

 JCDecaux

 mailchimp

 tigo

 ny bank

 Veeva



 CASIO

 OLA

 TN Tennessee
State Government



 CoreLogic

 twilio

 TransferWise

 The Royal Children's
Hospital Melbourne

 NEXON

 Bukalapak

 Grab

 coursera

 Youse

 shopify

 AUTOMATTIC

 LATITUDE

 medidata



 magazineluiza

 MINOR
HOTELS

 Education & Skills
Funding Agency

Use Cases

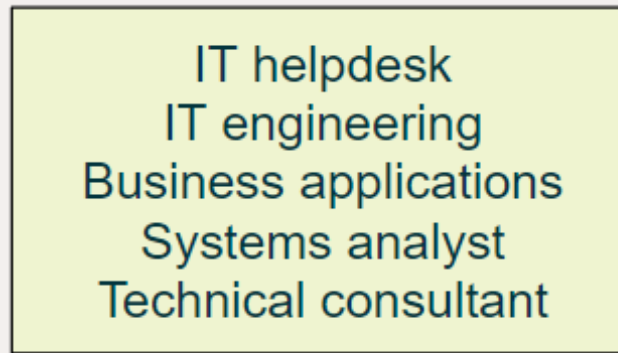
External

CUSTOMER SUPPORT

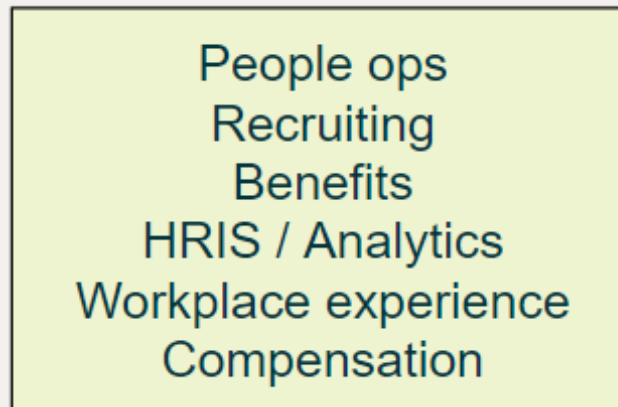


Internal

IT



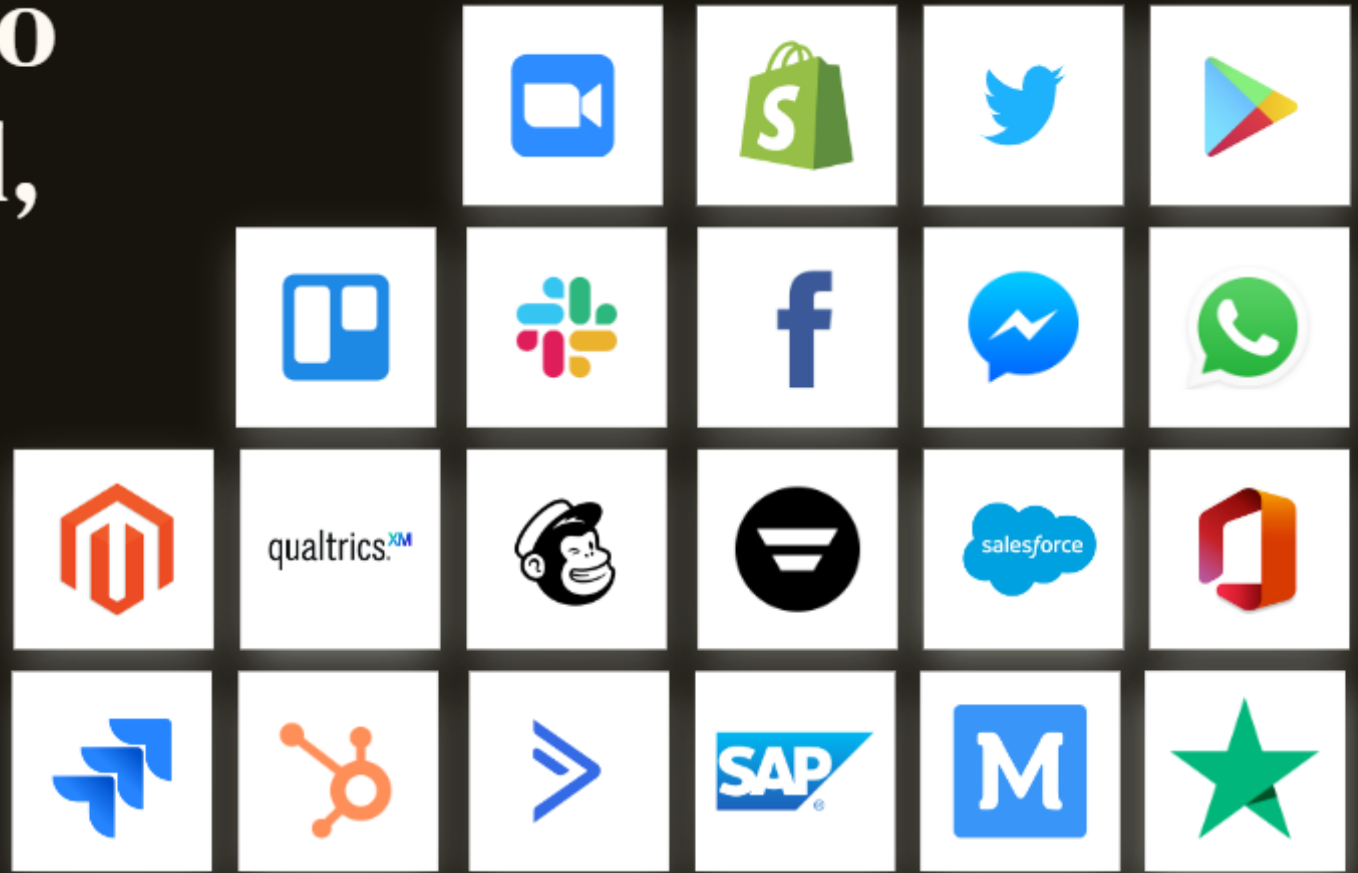
HR



OTHER
INTERNAL & EXTERNAL COLLABORATION



Easily connect to
over **1200+** apps to
create connected,
personalized
experiences



Why Zendesk?

1

Better Customer & Agent Experiences

Built design first; higher CSAT and more efficient agents

2

Time to Value

Faster to deploy = Faster time to value

3

Ongoing Agility

Faster / easier to make ongoing changes

4

Total Cost of Ownership

License costs, implementation costs, maintenance costs

5

Relationship / Partnership

People, commitment, and expertise to ensure our customers are successful.

Spiff until June 30, 2024

\$250 Spiff For Leads



While budget last. Eligible on net new Zendesk customers only. Valid only on qualified (Stage 2) opportunities with a minimum of \$10K ARR spend

**Questions/Lead Registrations -
Reach out to sales@eonesolutions.com**



thank you!





Let's take a look

SmartConnect, Popdock & Updated Plans



Our Commitment to you



iPaaS and SaaS Solutions



SmartList Builder to Popdock



SmartConnect On-Premise

We Remain Committed To:

✓ Plans by product

Both the SmartConnect and Popdock product plans provide inclusive, comprehensive features. More benefits and features are included in the higher plans.

3 Year price lock &
6 years of discounts.

✓ Redefining what iPaaS is

More than traditional iPaaS – Get Data Integration, Virtual Integration, File Integration, Data Migration, Embedded Reporting and Advanced User Reporting.

✓ Our plans will cost 25% to 50% less than our closest competitors

We're considering the cost of the plan, support, and training for competitors in the Microsoft, Oracle NetSuite, Sage Intacct, Acumatica, Zendesk and Salesforce spaces.

✓ Supporting GP Customers for the next 10 years

What's Changing

✓ New Pricing for SmartConnect, Popdock, AEP, and Support

✓ Introducing a 3-month SmartConnect Migration License

✓ Introducing Enterprise

Get a custom quote from sales if you have custom considerations.

✓ Introducing iPaaS Plans

Bundle SmartConnect & Popdock Premium for a better price.

✓ 12-month commitment minimum + additional incentives

With incentives to commit to 2 years (5% discount) and 3 years (8% discount) & better pre-payment discounts.

For Both SmartConnect and Popdock: Premium Connections



Microsoft Dynamics 365
Finance & Operations

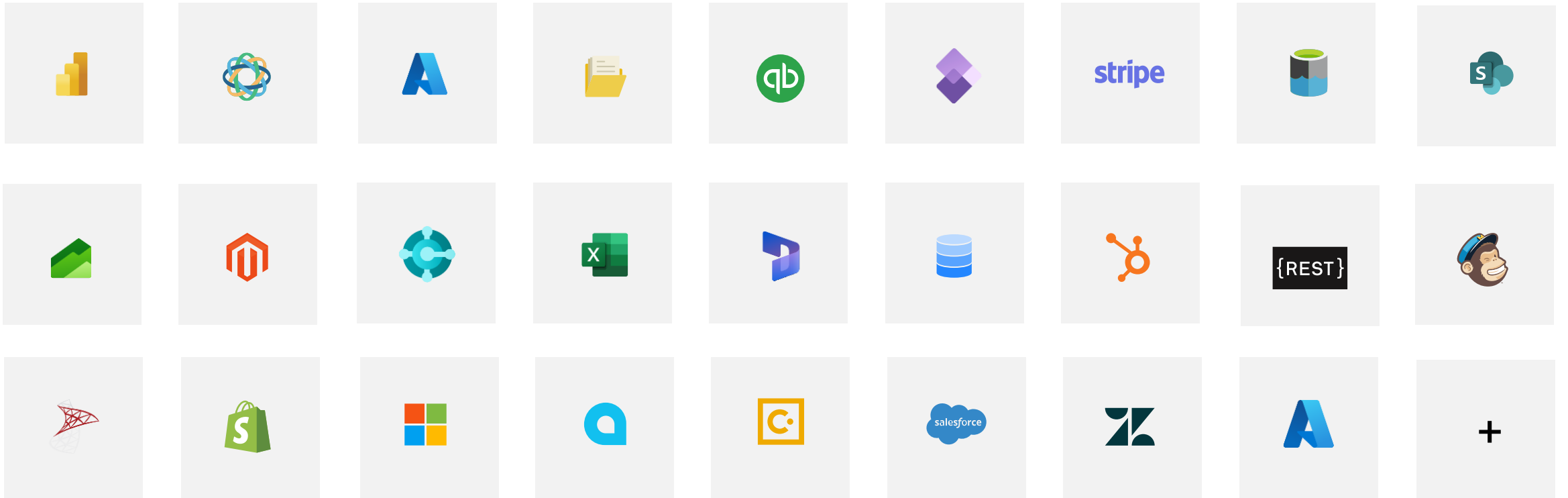
ORACLE
NETSUITE

sage
Intacct

Coming soon!

Standard Connections

For both SmartConnect and Popdock. Everything else you can connect to!





Plans & Options

For subscription customers



New SmartConnect Pricing

[View Online](#)




Migration

\$1,500

USD for 3 months

Migration

3 Month License for Imports

- ✓ SmartConnect On-Premise License
- ✓ Unlimited Connections
- ✓ No Data Process Volume Limit
- ✓ Unlimited Imports
- ✓ No Scheduling of Integrations
- ✓ Introductory Training 
- ✓ Excel Add-in 
- ✓ No Support Included 

Available on 1 June 2024






Startup

\$350

USD / per month

Startup

Starter Level for Initial Bulk + Ongoing Integration

- ✓ Unlimited Integrations
- ✓ 2 Standard Connections 
- ✓ Dual Use to SmartConnect.com and SmartConnect On-Premise
- ✓ Process up to 5k Records/Month 
- ✓ Scheduler Frequency: Up to Once per Hour 
- ✓ Excel Add-In 
- ✓ No Support Included 
- ✓ Additional Premium Connection (limit 1) – \$250 /Month

Available on 1 June 2024





Popular

\$650

USD / per month

Business

Full Power of SmartConnect + Essential Support

- ✓ Everything in Startup
- ✓ 5 Standard Connections 
- ✓ Process up to 100k Records/Month 
- ✓ Scheduler Frequency: Up to Once per 5 Minutes 
- ✓ SmartConnect API
- ✓ Process Logging up to 10 Days of Rolling History
- ✓ Essential Support
- ✓ Sandbox Environment Available 
- ✓ Additional Premium Connections – \$200 Each/Month

Available on 1 June 2024




Advanced

\$1,250

USD / per month

Premium

Premium Connectors + Services and Support

- ✓ Everything in Business
- ✓ 8 Connections – 1 Premium Included 
- ✓ Process up to 500k Records/Month 
- ✓ Integration Bootcamp Pass
- ✓ 4 Hours of Consulting
- ✓ Process Logging up to 365 Days of Rolling History
- ✓ Sandbox Environment Available 
- ✓ Additional Standard Connections – \$100 Each/Month
- ✓ Additional Premium Connections – \$150 Each/Month

Available on 1 June 2024

New Popdock Pricing

[View Online](#)

Startup

\$150

USD / per month

Startup

Standard Lists + Virtual Integration

- ✓ 1k Queries/Month i
- ✓ Unlimited Standard Connectors
- ✓ Unlimited Popdock Widgets
- ✓ Unlimited Standard Lists
- ✓ Self-Paced Training
- ✓ No Support Included i

Available on 1 June 2024

Popular

\$350

USD / per month

Business

Custom Lists + Migration Features

- ✓ Everything in Startup
- ✓ 20k Queries/Month i
- ✓ Unlimited Standard Connectors
- ✓ Combine Data + Full SmartList Suite for Flexible List Building
- ✓ Data Lake Management Features + Data Lake Connectors
- ✓ Essential Support
- ✓ Query Builder Add-on – \$100 /Month
- ✓ Scheduling Add-on – \$100 /Month
- ✓ Matrix Reports Add-on – \$100 /Month

Available on 1 June 2024

Advanced

\$650

USD / per month

Premium

Data Access at Scale + Premium Features

- ✓ Everything in Business
- ✓ 100k Queries/Month i
- ✓ Unlimited Premium + Standard Connectors
- ✓ Scheduling
- ✓ Matrix Reports
- ✓ Query Builder
- ✓ Audit/Logging: Up to 365 Days of History
- ✓ Bootcamp Pass
- ✓ Additional Packs of 100k Queries – \$100 /Month

Available on 1 June 2024

Introducing iPaaS Bundle Plans

New!

[View Online](#)

iPaaS for

Migration

\$700/month

SmartConnect Migration +
Popdock Premium Plan for 3 months

Available on 1 June 2024

iPaaS

Business Plan

\$800/month

SmartConnect Business +
Popdock Business

Available on 1 June 2024

iPaaS

Premium Plan

\$1500/month

SmartConnect Premium +
Popdock Premium

Available on 1 June 2024

iPaaS

Enterprise Plan

Get a custom quote from sales

SmartConnect Premium +
Popdock Premium + Unlimited
Connections

Available on 1 June 2024

- Pre-pay for 1 year – 5% discount,
- Pre-pay for 2 years – 10% discount
- Pre-pay for 3 years – 15% discount
- Commit to 2 years (annual or monthly payment) – 5% discount.
- Commit to 3 years (annual or monthly payment) – 8% discount.

- 20% off – Additional SmartConnect Connections
- 20% off Popdock add-ons
- 20% off Upgrades to Advanced iPaaS Support.



Support Plans

New!

View Online

Base



Included

Essential

Included in Business, Premium & Enterprise Plans

- ✓ 2 Incidents Per Month
- ✓ Dynamic Response Based on Queue
- ✓ Support Hours: 8 a.m.-5 p.m. CST (USA), 8 a.m.-5 p.m. CET (EMEA) Weekdays
- ✓ Escalation Incidents: 2/year (Priority Support)
- ✓ Customer Success Manager
- ✓ Email, Chat & Phone

Purchased per product

Popular

\$500 USD / per month

Advanced

Better SLA's + Escalation Options

- ✓ Unlimited Incidents
- ✓ Target Response Time: 8 Business Hours
- ✓ Support Hours: 1 a.m.-5 p.m. CST (USA), 8 a.m.-Midnight CET (EMEA) Weekdays
- ✓ Escalation Incidents: 8/Year (Priority Support)
- ✓ Customer Success Manager
- ✓ Email, Chat & Phone

Available 1 June 2024

Purchased per product

Custom

Custom

Custom

If your scenario requires any of these considerations, contact sales.

- ✓ Unlimited Incidents
- ✓ Target Response Time: Custom
- ✓ Extended Support Hours
- ✓ Custom # of Escalation Incidents
- ✓ You're on an Enterprise Plan for SmartConnect

Available 1 June 2024

Purchased per Product



Transition Plans

For existing customers



Existing SmartConnect Customers

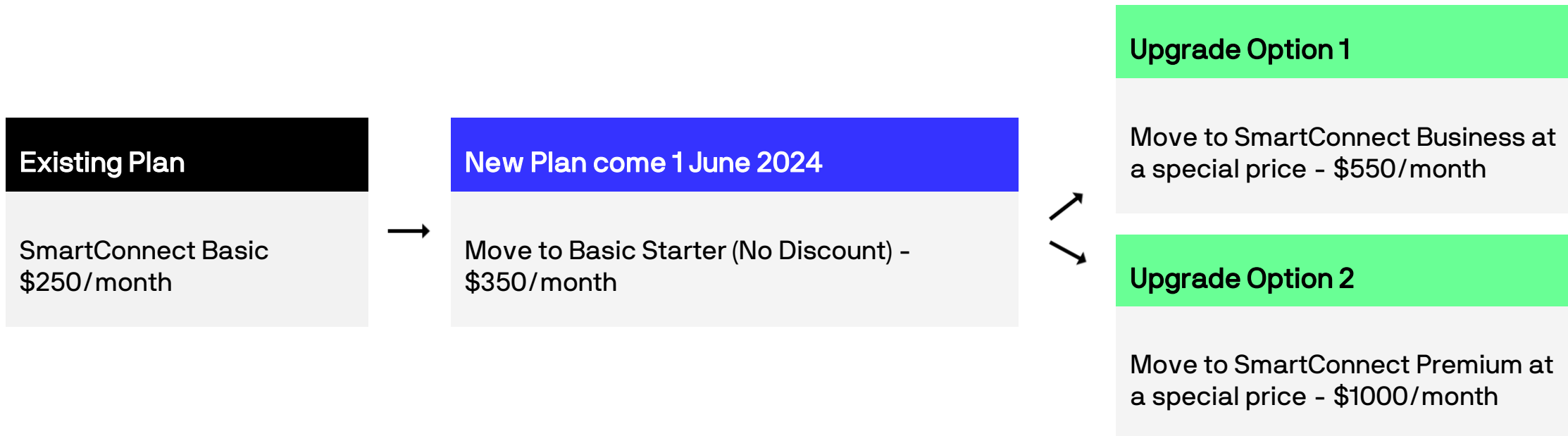
[View Online](#)

Transition Plan to the New Pricing Model – 12 months at this price, then move to list price

Existing Plan	New Plan come 1 June 2024	Upgrade Option 1	Upgrade Option 2
SmartConnect Basic	→ Move to Startup	→ Move to Business	→ Move to Premium
\$250 USD / per month	\$350 USD / per month	\$550 USD / per month Save \$1,200/year	\$950 USD / per month Save \$3,600/year
SmartConnect Business	→ Move to Business	→ Move to Premium	
\$500 USD / per month	\$550 USD / per month Save \$1,200/year	\$950 USD / per month Save \$3,600/year	
SmartConnect Premium	→ Move to Premium		
\$850 USD / per month	\$950 USD / per month Save \$3,600/year		

Existing SmartConnect Basic Customers

Transition Plan to the New Pricing Model – 12 months at this price, then move to list price



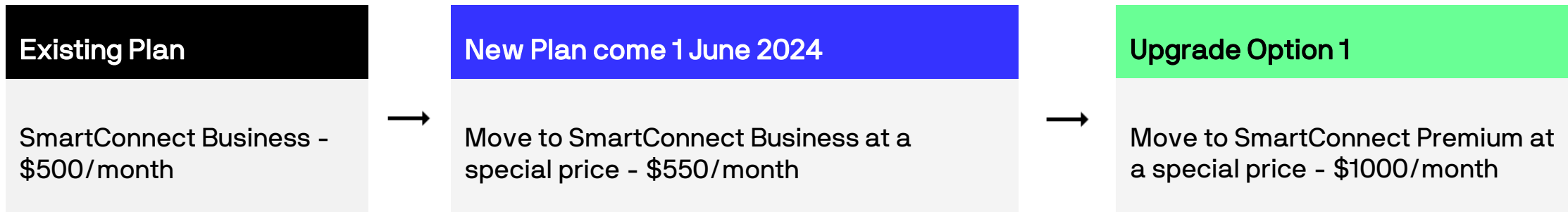
Option 1 is the default that customers will be moved to when new pricing is effective.

Customers may elect to move to the discounted transition Option 2 or 3 in advance to May 30, 2025.

- Pre-pay for 1 year – 5% discount
- Pre-pay for 2 years – 10% discount
- Pre-pay for 3 years – 15% discount
- Commit to 2 years (annual or monthly payment) – 5% discount.
- Commit to 3 years (annual or monthly payment) – 8% discount.

Existing SmartConnect Business Customers

Transition Plan to the New Pricing Model – 12 months at this price, then move to list price



Option 1 is the default that customers will be moved to when new pricing is effective.

Customers may elect to move to the discounted transition Option 2 or 3 in advance to May 30, 2025.

- Pre-pay for 1 year – 5% discount
- Pre-pay for 2 years – 10% discount
- Pre-pay for 3 years – 15% discount
- Commit to 2 years (annual or monthly payment) – 5% discount.
- Commit to 3 years (annual or monthly payment) – 8% discount.

Existing SmartConnect Premium Customers

Transition Plan to the New Pricing Model – 12 months at this price, then move to list price



Option 1 is the default that customers will be moved to when new pricing is effective.

Customers may elect to move to the discounted transition Option 2 or 3 in advance to May 30, 2025.

- Pre-pay for 1 year – 5% discount
- Pre-pay for 2 years – 10% discount
- Pre-pay for 3 years – 15% discount
- Commit to 2 years (annual or monthly payment) – 5% discount.
- Commit to 3 years (annual or monthly payment) – 8% discount.

Existing Popdock Customers

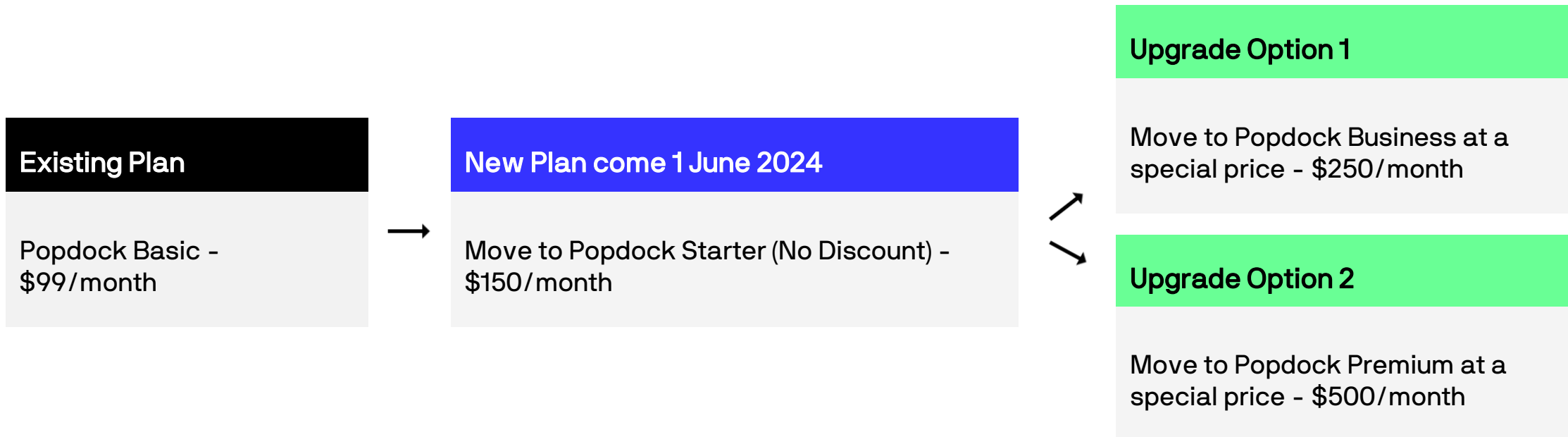
[View Online](#)

Transition Plan to the New Pricing Model – 12 months at this price, then move to list price.

Existing Plan	New Plan come 1 June 2024	Upgrade Option 1	Upgrade Option 2
Popdock Basic	→ Move to Startup	→ Move to Business	→ Move to Premium
\$99 USD / per month	\$150 USD / per month	\$250 USD / per month Save \$1,200/year	\$500 USD / per month Save \$1,800/year
Popdock Business	→ Move to Business	→ Move to Premium	
\$199 USD / per month	\$250 USD / per month Save \$1,200/year	\$500 USD / per month Save \$1,800/year	
Popdock Premium	→ Move to Premium		
\$399 USD / per month	\$500 USD / per month Save \$1,800/year		

Existing Popdock Basic Customers

Transition Plan to the New Pricing Model – 12 months at this price, then move to list price

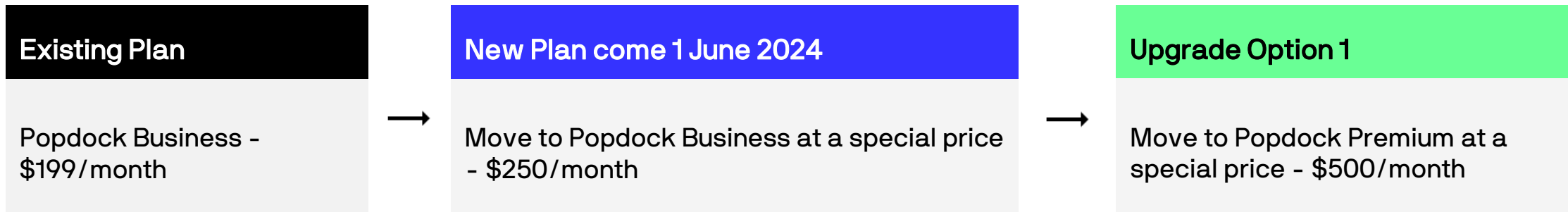


Option 1 is the default that customers will be moved to when new pricing is effective.
Customers may elect to move to the “special prices” in Option 2 or 3 in advance to May 30, 2025.

- Pre-pay for 1 year – 5% discount
- Pre-pay for 2 years – 10% discount
- Pre-pay for 3 years – 15% discount
- Commit to 2 years (annual or monthly payment) – 5% discount.
- Commit to 3 years (annual or monthly payment) – 8% discount.

Existing Popdock Business Customers

Transition Plan to the New Pricing Model – 12 months at this price, then move to list price



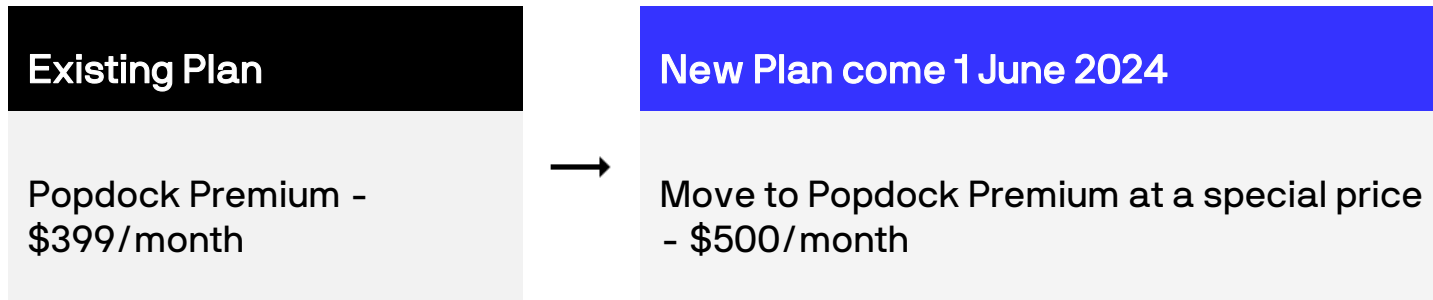
Option 1 is the default that customers will be moved to when new pricing is effective.

Customers may elect to move to the discounted transition Option 2 or 3 in advance to May 30, 2025.

- Pre-pay for 1 year – 5% discount
- Pre-pay for 2 years – 10% discount
- Pre-pay for 3 years – 15% discount
- Commit to 2 years (annual or monthly payment) – 5% discount.
- Commit to 3 years (annual or monthly payment) – 8% discount.

Existing Popdock Premium Customers

Transition Plan to the New Pricing Model – 12 months at this price, then move to list price



Option 1 is the default that customers will be moved to when new pricing is effective.

Customers may elect to move to the discounted transition Option 2 or 3 in advance to May 30, 2025.

- Pre-pay for 1 year – 5% discount
- Pre-pay for 2 years – 10% discount
- Pre-pay for 3 years – 15% discount
- Commit to 2 years (annual or monthly payment) – 5% discount.
- Commit to 3 years (annual or monthly payment) – 8% discount.



Transition Plans & Options

For customers on an Annual Enhancement Plan



For SmartView & SmartList Builder Customers

Who have been renewing AEP



Everyone (who is current on AEP) gets Popdock on July 1st!

When their AEP expires, they be transitioned into the Popdock Business Plan at:

- 60% off of the subscription for the first 3 years.
 - 20% off of the subscription for the following 3 years.
 - Additional pre-payment & commitment discounts will be available.
-

Customers can upgrade to Popdock Premium or to an iPaaS Plan prior to 31 May 2025. Discounts will apply.

For SmartConnect Customers



Who have been renewing AEP, they have options. When their AEP expires, they can:

Default to our SmartConnect On Premise subscription, which is a little bit more than last year, but looks and feels just like AEP ~ 20% increase

-or-

Opt into SmartConnect Business, Premium or iPaaS plan with eOne's transition discounts + a 3 year price lock:

- 60% off of the subscription for 3 years.
- 20% off the subscription for the following 3 years.
- Additional pre-payment & commitment discounts will be available.

Customers can upgrade to a SmartConnect Premium or to an iPaaS Plan prior to 31 May 2025. Discounts will apply.

Launch Timeline

↪ Communicate on
27 March 2024

↪ New pricing is effective
on 1 June 2024

**Our partner agreements note that eOne will provide a 60-day notice about pricing changes.

Timeline

March 25 – Announce pricing to Direct Customers + Partners.

March 18 – Invite to Q1 Partner All Hands Call (on March 27th)

March 27 – Q1 Partner All Hands Call – Explain Pricing + Introduce Zendesk Integration

March 28 – Post Partner All Hands Call Email – Share all content in detail + webinars + partner marketing/communication

April – May – Connect with Partners & Direct Customers

May 1 – Reminder of Pricing

June 1 – Go live with new pricing

July 1 – AEP customers get transition pricing

Content Plan

Pricing Update Blog – From our CEO

Pricing Announcement

- Notes the why
- Scenario – what the change is + links the page explaining the transition.
- Links to our product investments
- Links to our roadmap
- Estimate your price

Page content – includes pricing by currency + discounts to view pricing

- New SmartConnect Subscriptions (includes existing customer transitions)
- New Popdock Subscriptions (includes existing customer transitions)
- SLB AEP to Popdock
- SC AEP to SC Subscription
- New eOne Support Plans

Q2 eOne Price List & Q3 Price Lists – available on 1 April, 2024

eOne Pricing Update Guide – Explains scenarios + communication samples

Content (cont.)

Webinars:

- Introduction to eOne's iPaaS
- Selling eOne's iPaaS & architecting solutions – best practices
- Popdock for GP – The complete SmartList suite + more.
- Transitioning to Popdock: Q&A

Getting started with Popdock -
full program + campaigns

Campaigns

Videos

- Introduction to eOne's iPaaS
- Introduction to Popdock
- Introduction to SmartView
- Introduction to SmartList Builder
- Value of Popdock for GP customers.
- Transitioning from GP to your next
- Short videos



We have your back

Our sales team is here to help you through this.

Upcoming Webinars

Introduction to New eOne Tools



You will learn about:

- The new features available to you.
- What is iPaaS?
- The basics of using Popdock and SmartConnect in the cloud

We will be hosting this webinar twice:

- April 24 at 9:00 a.m. CT – [Register here.](#)
- May 21 at 9:00 a.m. CT – [Register here.](#)

Popdock for Dynamics GP



You will learn about:

- The evolution of SmartList Builder & SmartView
- SmartLists vs. Popdock Comparison
- Using your SmartList Suite in the cloud

We will be hosting this webinar twice:

- May 1st at 9:00 a.m. CT – [Register here](#)
- May 23 at 9:00 a.m. CT – [Register here](#)

Migrating to the Cloud Q&A



We'll dive deep into the following key areas:

- How to take the next steps in cloud migration
- Options for Dynamics 365 Business Central, D365 Finance, Sage Intacct, Acumatica, Oracle NetSuite, and more.
- We want you to bring your questions to this webinar!

We will be hosting this webinar twice:

- May 8 at 9:00 a.m. CT – [Register here](#)
- May 28 at 9:00 a.m. CT – [Register here](#)

eOne Pricing Update: Q&A



We'll help you:

- Understand all pricing changes
- Work through your scenarios
- Set you up for success

Tuesdays at 9:00 a.m. CT / Thursdays at 3:00 p.m. CT

- [Register here.](#)

Upcoming Events

Days of Knowledge Nordic 2024

Odense, Denmark

April
12 - 13



Directions North America 2024

San Diego, CA

April
14 - 17



Zendesk Relate 2024

Las Vegas, Nevada

April
16 - 18



Days of Knowledge Central 2024

Darmstadt, Germany

June
6 - 7



New eOne Employees



Michael Halverson
Technical Consultant



Lili Elofson
Sales & Marketing Coordinator



Hillary Sorenson
Content Marketing Coordinator



Devon Schultz
Channel Growth Representative



Connor Sorenson
Customer Experience Specialist



Questions?

Thank you!

sales@eonesolutions.com

+1 888 319-3663

