



eOne Solutions

Sample Email Templates

New Pricing Regarding
SmartList Builder, SmartView,
Popdock & SmartConnect

Communication Examples

eonesolutions.com

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SmartList Builder and SmartView Annual Enhancement Plans (AEP)

Currently on a SmartList Builder Annual Enhancement Plan

Hi [Customer Name],

Your company has used SmartList Builder since [X date]. As one of your key solutions, it provides you with the easiest toolset to report on all your Dynamics GP data – all 3rd party/ISV data, native GP & SQL views.

The reason I'm reaching out is that eOne Solutions, the creators of SmartList Builder, has provided you with an opportunity you can benefit from. At your next Annual Enhancement Plan (AEP) expiry after July 1st, eOne will be upgrading your SmartList Builder AEP to a Popdock Business Plan subscription. Additionally, because you are current on your licensing, your price will include the eOne Transition Discount of 60% off for 3 years with a price lock, and 20% off for an additional 3 years.

Included in the Popdock Business Subscription (with the eOne Transition Discount), you will receive:

- eOne's complete SmartList Suite: [Popdock](#), [SmartList Builder](#) & [SmartView](#).
- Essential Support Plans for all three products, which includes more benefits than you previously received in your AEP:
 - o 2 incidents per month.
 - o Regular hotfixes.
 - o Service packs.
 - o Functional releases.
 - o 2 escalated support incidents per year.
 - o The ability to work with eOne's support and services team.
- 6 years of discounts as a thank you for being a loyal paying AEP customer.
- The option to upgrade to Popdock Premium or an iPaaS plan before 31 May 2025 and still receive the eOne Transition Discount.
- Additional incentives for pre-payment and multi-year commitments.

Why is eOne doing this? eOne is doubling down on their efforts to future proof companies using Dynamics GP. Having invested over \$10 million in taking GP SmartLists and SmartList Builder to the cloud, eOne is **guaranteeing** to support Dynamics GP customers for the next 10 years. Customers can grow to be as modern as possible while staying on GP, or when they are ready, they can take their eOne solution to the cloud.

As a next step, when your SmartList Builder Annual Enhancement (AEP) expires, your next renewal will be on the Popdock Business Plan for [**\$140 USD / month***]([insert the monthly price of your currency for the Popdock Business Plan here](#)) via the eOne Transition Discount, which includes everything above.

Attached is a quote for your review – your move to the Popdock Business Plan. If you are interested in upgrading to a [Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on a SmartView Annual Enhancement Plan

Hi [Customer Name]

Your company has used SmartView since [X date]. As one of your key solutions, it provides you with the easiest (and fastest) toolset to pull & work Dynamics GP SmartLists & custom reports.

The reason I'm reaching out is that eOne Solutions, the creators of SmartView, has provided you with an opportunity you can benefit from. At your next Annual Enhancement Plan (AEP) expiry after July 1st, eOne will be upgrading your SmartView AEP to a Popdock Business Plan subscription. Additionally, because you are current on your licensing, your price will include the eOne Transition Discount of 60% off for 3 years with a price lock, and 20% off for an additional 3 years.

Included in the Popdock Business Subscription (with the eOne Transition Discount), you will receive:

- eOne's complete SmartList Suite: [Popdock](#), [SmartList Builder](#) & [SmartView](#).
- Essential Support Plans for all three products, which includes more benefits than you previously received in your AEP:
 - o 2 incidents per month.
 - o Regular hotfixes.
 - o Service packs.
 - o Functional releases.
 - o 2 escalated support incidents per year.
 - o The ability to work with eOne's support and services team.
- 6 years of discounts as a thank you for being a loyal paying AEP customer.
- The option to upgrade to Popdock Premium or an iPaaS plan before 31 May 2025 and still receive the eOne Transition Discount.
- Additional incentives for pre-payment and multi-year commitments.

Why is eOne doing this? eOne is doubling down on their efforts to future proof companies using Dynamics GP. Having invested over \$10 million in taking GP SmartLists, SmartList Builder, and SmartView to the cloud, eOne is **guaranteeing** to support Dynamics GP customers for the next 10 years. Customers can grow to be as modern as possible while staying on GP, or when they are ready, they can take their eOne solution to the cloud.

As a next step, when your SmartView Annual Enhancement (AEP) expires, your next renewal will be on the Popdock Business Plan for [**\$140 USD / month***]([Insert the monthly price of your currency for the Popdock Business Plan here from eOne's online pricing](#)), which includes everything above.

Attached is a quote for your review – your move to the Popdock Business Plan. If you are interested in upgrading to a [Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

SmartConnect Annual Enhancement Plans (AEP)

Currently on a SmartConnect 8-year Basic Annual Enhancement Plan

Hi [Customer Name]

Your company has used SmartConnect since [X date]. As one of your key solutions, it provides you with the easiest no-code data integration toolset that powers your [Insert their scenario they use SmartConnect for (Dynamics 365 integrations or Dynamics GP – HubSpot integrations, etc.)].

The reason I'm reaching out is that eOne Solutions, the creators of SmartConnect, has provided you with an opportunity you can benefit from. At your next Annual Enhancement Plan (AEP) expiry after July 1st, eOne will be upgrading your SmartConnect Basic AEP to a SmartConnect On-Premise Basic subscription.

Included in the SmartConnect On-Premise Basic Subscription (with the eOne Transition Discount), you will receive:

- [SmartConnect](#) On-Premise.
- 2 Connections.
- 2 Incidents of support per year.
- Grandfathered Price with current license inclusions.
- Rights to product updates & hotfixes.
- Ability to request support & consulting assistance at a separate price.
- Additional Pre-Payment and Commitment Discounts available.

Additionally, because you have been current on your licensing, you do have the option to upgrade to a full SmartConnect Business, Premium or iPaaS (bundled SmartConnect & Popdock Plan) plan with the eOne Transition Discount of 60% off for 3 years with a price lock, and 20% off for an additional 3 years.

Why is eOne doing this? eOne is doubling down on their efforts to future-proof your data integration, and that has required investing heavily in all their products, SmartConnect included. eOne's goal is to keep costs as low as possible, while still meeting the needs of the modern company, and what lies ahead. eOne is prepared to provide the integration services (virtual + traditional integration) you need to connect your ERP with your cloud and on-premise apps.

As a next step, when your SmartConnect Annual Enhancement (AEP) expires, your next renewal will be on the SmartConnect On-Premise Basic Subscription for [[\\$140 USD / month*](#)]([Insert the monthly price of your currency for the SmartConnect On-Premise Basic Subscription here from eOne's online pricing](#)), which includes everything above.

Attached is a quote for your review – your move to the SmartConnect On-Premise Basic Subscription Plan. If you are interested in upgrading to a [SmartConnect Business or Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on a SmartConnect 8-year Business Annual Enhancement Plan

Hi [Customer Name]

Your company has used SmartConnect since [X date]. As one of your key solutions, it provides you with the easiest no-code data integration toolset that powers your [Insert their scenario they use SmartConnect for (Dynamics 365 integrations or Dynamics GP – HubSpot integrations, etc.)].

The reason I'm reaching out is that eOne Solutions, the creators of SmartConnect, has provided you with an opportunity you can benefit from. At your next Annual Enhancement Plan (AEP) expiry after July 1st, eOne will be upgrading your SmartConnect Business AEP to a SmartConnect On-Premise Business subscription.

Included in the SmartConnect On-Premise Business Subscription, you will receive:

- SmartConnect On-Premise.
- 5 Connections.
- 2 Incidents of support per year.
- Grandfathered Price with current license inclusions.
- Rights to product updates & hotfixes.
- Ability to request support & consulting assistance at a separate price.
- Additional Pre-Payment and Commitment Discounts available.

Additionally, because you have been current on your licensing, you do have the option to upgrade to a full SmartConnect Business, Premium or iPaaS (bundled SmartConnect & Popdock Plan) plan with the eOne Transition Discount of 60% off for 3 years with a price lock, and 20% off for an additional 3 years.

Why is eOne doing this? eOne is doubling down on their efforts to future-proof your data integration, and that has required investing heavily in all their products, SmartConnect included. eOne's goal is to keep costs as low as possible, while still meeting the needs of the modern company, and what lies ahead. eOne is prepared to provide the integration services (virtual + traditional integration) you need to connect your ERP with your cloud and on-premise apps.

As a next step, when your SmartConnect Annual Enhancement (AEP) expires, your next renewal will be on the SmartConnect On-Premise Business Subscription for [\$220 USD / month*](Insert the monthly price of your currency for the SmartConnect On-Premise Business Subscription here from eOne's pricing online), which includes everything above.

Attached is a quote for your review – your move to the SmartConnect On-Premise Business Subscription Plan. If you are interested in upgrading to a [Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on a SmartConnect 8-year Premium Annual Enhancement Plan

Hi [Customer Name]

Your company has used SmartConnect since [X date]. As one of your key solutions, it provides you with the easiest no-code data integration toolset that powers your [Insert their scenario they use SmartConnect for (Dynamics 365 integrations or Dynamics GP – HubSpot integrations, etc.)].

The reason I'm reaching out is that eOne Solutions, the creators of SmartConnect, has provided you with an opportunity you can benefit from. At your next Annual Enhancement Plan (AEP) expiry after July 1st, eOne will be upgrading your SmartConnect Premium AEP to a SmartConnect On-Premise Premium subscription.

Included in the SmartConnect On-Premise Premium Subscription, you will receive:

- SmartConnect On-Premise.
- 8 Connections.
- 2 Incidents of support per year.
- Grandfathered Price with current license inclusions.
- Rights to product updates & hotfixes.
- Ability to request support & consulting assistance at a separate price.
- Additional Pre-Payment and Commitment Discounts available.

Additionally, because you have been current on your licensing, you do have the option to upgrade to a full SmartConnect Premium plan or an iPaaS (bundled SmartConnect & Popdock Plan) plan with the eOne Transition Discount of 60% off for 3 years with a price lock, and 20% off for an additional 3 years.

Why is eOne doing this? eOne is doubling down on their efforts to future-proof your data integration, and that has required investing heavily in all their products, SmartConnect included. eOne's goal is to keep costs as low as possible, while still meeting the needs of the modern company, and what lies ahead. eOne is prepared to provide the integration services (virtual + traditional integration) you need to connect your ERP with your cloud and on-premise apps.

As a next step, when your SmartConnect Annual Enhancement (AEP) expires, your next renewal will be on the SmartConnect On-Premise Premium Subscription for [**\$360 USD / month***] [\[Insert the monthly price of your currency for the SmartConnect On-Premise Premium Subscription here from eOne's pricing online\]](#), which includes everything above.

Attached is a quote for your review – your move to the SmartConnect On-Premise Premium Subscription Plan. If you are interested in [bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on a SmartConnect Perpetual (Legacy) Annual Enhancement Plan (and initially purchased prior to January 2021)

Hi [Customer Name]

Your company has used SmartConnect since [X date]. As one of your key solutions, it provides you with the easiest no-code data integration toolset that powers your [Insert their scenario they use SmartConnect for (Dynamics 365 integrations or Dynamics GP – HubSpot integrations, etc.)].

The reason I'm reaching out is that eOne Solutions, the creators of SmartConnect, has provided you with an opportunity you can benefit from. At your next Annual Enhancement Plan (AEP) expiry after July 1st, eOne will be upgrading your SmartConnect AEP to a SmartConnect On-Premise Legacy subscription.

Included in the SmartConnect On-Premise Legacy Subscription, you will receive:

- SmartConnect On-Premise.
- Unlimited Connections.
- 2 Incidents of support per year.
- Grandfathered Price with current license inclusions.
- Rights to product updates & hotfixes.
- Ability to request support & consulting assistance at a separate price.
- Additional Pre-Payment and Commitment Discounts available.

Additionally, because you have been current on your licensing, you do have the option to upgrade to a full SmartConnect Business, Premium or iPaaS (bundled SmartConnect & Popdock Plan) plan with the eOne Transition Discount of 60% off for 3 years with a price lock, and 20% off for an additional 3 years.

Why is eOne doing this? eOne is doubling down on their efforts to future-proof your data integration, and that has required investing heavily in all their products, SmartConnect included. eOne's goal is to keep costs as low as possible, while still meeting the needs of the modern company, and what lies ahead. eOne is prepared to provide the integration services (virtual + traditional integration) you need to connect your ERP with your cloud and on-premise apps.

As a next step, when your SmartConnect Annual Enhancement (AEP) expires, your next renewal will be on the SmartConnect On-Premise Legacy Subscription for [**\$220 USD / month***]([Insert the monthly price of your currency for the SmartConnect On-Premise Legacy Subscription here from eOne's pricing online](#)), which includes everything above.

Attached is a quote for your review – your move to the SmartConnect On-Premise Legacy Subscription Plan. If you are interested in upgrading to a [Business or Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

SmartConnect Subscription Plans

Currently on a SmartConnect Basic Subscription

Hi [Customer Name]

Your company has used SmartConnect since [X date]. As one of your key solutions, it provides you with the easiest no-code data integration toolset that powers your [Insert their scenario they use SmartConnect for (Dynamics 365 integrations or Dynamics GP – HubSpot integrations, etc.)].

The reason I'm reaching out is that eOne Solutions, the creators of SmartConnect, have a pricing update that will go into effect on the 1st of June. At your next renewal date after June 1st, you will be moved to a SmartConnect Startup Subscription at the price of [\$350 USD / month][Insert the monthly price of your currency for the SmartConnect Startup Subscription].

Included in the SmartConnect Startup Subscription, you will receive:

- 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.
- Introductory Training.
- No Support Included.
 - o Hourly Support May be Purchased (2 Hour Minimum).
- Additional Premium Connection (limit 1) - \$250/Month.

Additionally, eOne is offering an option to upgrade you to a SmartConnect Business Subscription with discounted transition pricing for 12 months, which is priced at [\$550 USD / month][Insert the monthly price of your currency for the SmartConnect Business Subscription]. This plan includes additional connections, processing, and more options for auditing/logging, and scheduling integrations more often.

Why is your price increasing? eOne is doubling down on their efforts to future-proof your data integration, and that has required investing heavily in all their products, SmartConnect included. eOne's goal is to keep costs as low as possible, while still meeting the needs of the modern company, and what lies ahead. eOne is prepared to provide the integration services (virtual + traditional integration) you need to connect your ERP with your cloud and on-premise apps.

Attached is a quote for your review – your move to the SmartConnect Startup Subscription Plan. If you are interested in upgrading to a [Business or Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on a SmartConnect Business Subscription

Hi [Customer Name]

Your company has used SmartConnect since [X date]. As one of your key solutions, it provides you with the easiest no-code data integration toolset that powers your [Insert their scenario they use SmartConnect for (Dynamics 365 integrations or Dynamics GP – HubSpot integrations, etc.)].

The reason I'm reaching out is that eOne Solutions, the creators of SmartConnect, have a pricing update that will go into effect on the 1st of June. At your next renewal date after June 1st, you will continue to renew the SmartConnect Business Subscription at the discounted transition price of \$550 USD / month [Insert the monthly price of your currency for the SmartConnect Business Subscription from eOne's pricing online here].

Included in the SmartConnect Business Subscription, you will receive:

- Unlimited Integrations.
- 5 Standard Connections.
- Dual Use to Smartconnect.com and SmartConnect On-Premise.
- Process up to 100k Records/Month.
- Scheduler Frequency: Up to Once per 5 Minutes.
- Excel Add-in.
- SmartConnect API.
- Process Logging up to 10 Days of Rolling History.
- Introductory Training.
- Essential Support.
- Sandbox Environment Available.
- Additional Premium Connections - \$200 Each/Month.

Why is your price increasing? eOne is doubling down on their efforts to future-proof your data integration, and that has required investing heavily in all their products, SmartConnect included. eOne's goal is to keep costs as low as possible, while still meeting the needs of the modern company, and what lies ahead. eOne is prepared to provide the integration services (virtual + traditional integration) you need to connect your ERP with your cloud and on-premise apps.

Attached is a quote for your review – your renewal for the SmartConnect Business Plan. If you are interested in upgrading to a [Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on a SmartConnect Premium Subscription

Hi [Customer Name]

Your company has used SmartConnect since [X date]. As one of your key solutions, it provides you with the easiest no-code data integration toolset that powers your [Insert their scenario they use SmartConnect for (Dynamics 365 integrations or Dynamics GP – HubSpot integrations, etc.)].

The reason I'm reaching out is that eOne Solutions, the creators of SmartConnect, have a pricing update that will go into effect on the 1st of June. At your next renewal date after June 1st, you will continue to renew the SmartConnect Premium Subscription at the discounted transition price of [**\$950 USD / month**][Insert the monthly price of your currency for the SmartConnect Premium Subscription from eOne's online pricing here].

Included in the SmartConnect Business Subscription, you will receive:

- Unlimited Integrations.
- 8 Connections – 1 Premium Included.
- Dual Use to SmartConnect.com and SmartConnect On-Premise.
- Process up to 500k Records/Month.
- Scheduler Frequency: Up to Once per 5 Minutes.
- Excel Add-in.
- SmartConnect API.
- Essential Support.
- Introductory Training.
- 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.

Why is your price increasing? eOne is doubling down on their efforts to future-proof your data integration, and that has required investing heavily in all their products, SmartConnect included. eOne's goal is to keep costs as low as possible, while still meeting the needs of the modern company, and what lies ahead. eOne is prepared to provide the integration services (virtual + traditional integration) you need to connect your ERP with your cloud and on-premise apps.

Attached is a quote for your review – your renewal for the SmartConnect Premium Plan. If you are interested in [bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Popdock Subscription Customers

Currently on a Popdock Basic Subscription

Hi [Customer Name]

Your company has used Popdock since [X date]. As one of your key solutions, it provides you with the easiest toolset to [How they use Popdock].

The reason I'm reaching out is that eOne Solutions, the creators of Popdock, have a pricing update that will go into effect on the 1st of June. At your next renewal date after June 1st, you will be moved to a Popdock Startup Subscription at the price of [\$150 USD / month] [Insert the monthly price of your currency for the Popdock Startup Subscription from eOne's pricing online here].

Included in the Popdock Startup Subscription, you will receive:

- 1k Queries/Month.
- Unlimited Standard Connectors.
- Unlimited Popdock Widgets.
- Unlimited Standard Lists.
- Self-Paced Training.
- No support is included (though, you can purchase hourly support separately).

Additionally, eOne is offering an option to upgrade you to a Popdock Business Subscription with discounted transition pricing for 12 months, which is priced at [\$250 USD / month] [Insert the monthly price of your currency for the Popdock Business Subscription in eOne's online pricing here]. This plan includes additional queries, increased functionality, and additional data lake/data migration features.

Why is your price increasing? The biggest reason is that costs of delivering cloud reporting have increased. eOne's goal is to keep product costs as low as possible while providing the best-in-class migration, integration and reporting products. eOne has invested heavily in all their products, Popdock included, to meet the needs of the modern company, and what lies ahead. eOne is prepared to help you better manage your data and give your team the data they need, in any platform/interface you choose.

Attached is a quote for your review – your move to the Popdock Startup Subscription Plan. If you are interested in upgrading to a [Business or Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on a Popdock Business Subscription

Hi [Customer Name]

Your company has used Popdock since [X date]. As one of your key solutions, it provides you with the easiest toolset to [How they use Popdock].

The reason I'm reaching out is that eOne Solutions, the creators of Popdock, have a pricing update that will go into effect on the 1st of June. At your next renewal date after June 1st, you will continue to renew the Popdock Business Subscription at the discounted transition price of [\[\\$250 USD / month\]\[Insert the monthly price of your currency for the Popdock Business Subscription in eOne's online pricing here\]](#).

Included in the Popdock Business Subscription, you will receive:

- 20k Queries/Month.
- Unlimited Standard Connectors.
- Unlimited Popdock Widgets.
- Unlimited Standard Lists.
- Combine Data + Full SmartList Suite for Flexible List Building.
- Data Lake Management Features + Data Lake Connectors.
- Self-Paced Training.
- Essential Support.
- Query Builder Add-on - \$100/Month.
- Scheduling Add-on - \$100/Month.
- Matrix Reports Add-on - \$100/Month.

Why is your price increasing? The biggest reason is that costs of delivering cloud reporting have increased. eOne's goal is to keep product costs as low as possible, while continuing to provide best-in-class migration, integration and reporting products. eOne has invested heavily in all their products, Popdock included, to meet the needs of the modern company, and what lies ahead. eOne is prepared to help you better manage your data and give your team the data they need, in any platform/interface you choose.

Attached is a quote for your review – your renewal for the Popdock Business Plan. If you are interested in upgrading to a [Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on a Popdock Premium Subscription

Hi [Customer Name]

Your company has used Popdock since [X date]. As one of your key solutions, it provides you with the easiest toolset to [How they use Popdock].

The reason I'm reaching out is that eOne Solutions, the creators of Popdock, have a pricing update that will go into effect on the 1st of June. At your next renewal date after June 1st, you will continue to renew the Popdock Premium Subscription at the discounted transition price of [\[\\$500 USD / month\]\[Insert the monthly price of your currency for the Popdock Premium Subscription\]](#).

Included in the Popdock Business Subscription, you will receive:

- 100k Queries/Month.
- Unlimited Premium + Standard Connectors.
- Unlimited Popdock Widgets.
- Unlimited Standard Lists.
- Combine Data + Full SmartList Suite for Flexible List Building.
- Data Lake Management Features + Data Lake Connectors.
- Scheduling.
- Matrix Reports.
- Query Builder.
- Audit/Logging: Up to 365 Days of History.
- Bootcamp Pass.
- Essential Support.
- Additional Packs of 100k - \$100/Month.

Why is your price increasing? The biggest reason is that costs of delivering cloud reporting have increased. eOne's goal is to keep product costs as low as possible, while continuing to provide best-in-class integration, migration and reporting products. eOne has invested heavily in all their products, Popdock included, to meet the needs of the modern company, and what lies ahead. eOne is prepared to provide the services you need, regardless of the platform you choose to use.

Attached is a quote for your review – your renewal for the Popdock Premium Plan. If you are interested in [bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Options for Bundled Pricing

Currently on SmartList Builder AEP & SmartView AEP

Hi [Customer Name]

Your company uses both SmartList Builder and SmartView. As two of your key solutions, these products provide you with the easiest toolset to report efficiently across all GP data (native GP, 3rd party ISV data, and SQL views), and share reports securely with your team.

The reason I'm reaching out is that eOne Solutions, the creators of SmartList Builder and SmartView, has provided you with an opportunity you can benefit from. At your next Annual Enhancement Plan (AEP) expiry after July 1st, eOne will be upgrading and combining your SmartList Builder and SmartView AEPs into a Popdock Business Plan subscription. Additionally, because you are current on your licensing, your price will include the eOne Transition Discount of 60% off for 3 years with a price lock, and 20% off for an additional 3 years.

Included in the Popdock Business Subscription (with the eOne Transition Discount), you will receive:

- eOne's complete SmartList Suite: [Popdock](#), [SmartList Builder](#) & [SmartView](#)
- Essential Support Plans for all three products, which includes more benefits than you previously received in your AEP:
 - o 2 incidents per month.
 - o Regular hotfixes.
 - o Service packs.
 - o Functional releases.
 - o 2 escalated support incidents per year.
 - o The ability to work with eOne's support and services team.
- 6 years of discounts as a thank you for being a loyal paying AEP customer.
- The option to upgrade to Popdock Premium or an iPaaS plan before 31 May 2025 and still receive the eOne Transition Discount.
- Additional incentives for pre-payment and multi-year commitments.

Why is eOne doing this? eOne is doubling down on their efforts to future proof companies using Dynamics GP. Having invested over \$10 million in taking GP SmartLists, SmartList Builder, and SmartView to the cloud, eOne is **guaranteeing** to support Dynamics GP customers for the next 10 years. Customers can grow to be as modern as possible while staying on GP, or when they are ready, they can take their eOne solution to the cloud.

As a next step, when your SmartList Builder and SmartView Annual Enhancement (AEP) expires, your next renewal will be on the Popdock Business Plan for **[\$140 USD / month*](Insert the monthly price of your currency for the Popdock Business Plan here)** via the eOne Transition Discount, which includes everything above.

Attached is a quote for your review – your move to the Popdock Business Plan. If you are interested in upgrading to a [Premium plan, bundled pricing or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on SmartList Builder AEP, SmartView AEP, & SmartConnect AEP

Hi [Customer Name]

Your company uses SmartList Builder, SmartView, and SmartConnect. As three of your key solutions, these products provide you with the easiest toolset to report on and integrate with Dynamics GP [or insert their specific use case].

The reason I'm reaching out is that eOne Solutions, the creators of SmartList Builder, SmartView, and SmartConnect, has provided you with an opportunity you can benefit from. Starting the 1st of July 2024, eOne will be promoting all customers on an Annual Enhancement Plan (AEP) for SmartConnect, SmartList Builder & SmartView to Popdock and SmartConnect subscriptions. The products are not going away, rather they are getting better. At your next renewal date, we will be providing you with eOne's complete SmartList & integration suite at a bundled price.

You have the option to renew your eOne products separately, but because you're using multiple products, we highly recommend transitioning to eOne's iPaaS Business Plan. Because you've been a loyal customer, you'll receive:

- The eOne Transition Discount
 - o 60% off your subscription for the first 3 years at a locked-in price.
 - o 20% off the following 3 years.
- Continued access to SmartList Builder, SmartView, & SmartConnect.
- Additional pre-payment and commitment discounts.
- Also, because you're current on your SmartList Builder and/or SmartView AEP, you'll get access to Popdock on the 1st of July 2024. Popdock will also be included in your next iPaaS renewal as a part of the bundle and provides huge value for integration, migration and reporting scenarios.

Why is eOne doing this? eOne is doubling down on their efforts to future proof companies using Dynamics GP. Having invested over \$10 million in taking GP SmartLists, SmartList Builder, and SmartView to the cloud, eOne is **guaranteeing** to support Dynamics GP customers for the next 10 years. Customers can grow to be as modern as possible while staying on GP, or when they are ready, they can take their eOne solution to the cloud.

As a next step, when your SmartList Builder and SmartView Annual Enhancement (AEP) expires, and you select bundled pricing for SmartConnect and Popdock, your next renewal will be on the eOne iPaaS Business Plan for [\$320 USD / month*](insert the monthly price of your currency for the Popdock Business Plan here) via the eOne Transition Discount, which includes both SmartConnect, Popdock and everything above.

Attached is a quote for your review – your move to the eOne iPaaS Business Plan. If you are interested in upgrading to a [Premium plan or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on SmartList Builder/SmartView AEP + SmartConnect Subscription

Hi [Customer Name]

Your company uses SmartList Builder, SmartView, and SmartConnect. As three of your key solutions, these products provide you with the easiest toolset to [\[How they use SmartConnect, SmartView & SmartList Builder\]](#).

The reason I'm reaching out is that eOne Solutions, the creators of all three products, has a pricing update that will go into effect this summer.

Why is eOne doing this? eOne is doubling down on their efforts to future proof companies using Dynamics GP. Having invested over \$10 million in taking GP SmartLists, SmartList Builder, and SmartView to the cloud, eOne is **guaranteeing** to support Dynamics GP customers for the next 10 years. Customers can grow to be as modern as possible while staying on GP, or when they are ready, they can take their eOne solution to the cloud.

Here is the timeline of events:

SmartConnect on 1 June: At your next renewal date after 1 June, you will be moved to a SmartConnect [\[Subscription Level – Basic, Business, Premium or Legacy\]](#) Subscription at the price of [\[\\$XXX USD / month\]](#)[\[Insert the monthly price of your currency for the default SmartConnect Subscription plan they will move to\]](#).

SmartView and SmartList Builder on 1 July: Beginning on the 1st of July 2024, eOne will be promoting all customers on an Annual Enhancement Plan (AEP) for SmartList Builder & SmartView to a Popdock subscription. The products are not going away, rather they are getting better. This is a huge opportunity you can benefit from. At your next renewal date, we will be providing you with eOne's complete SmartList & reporting suite via the Popdock Business Subscription for [\[\\$140 USD / month*\]](#)[\[Insert the monthly price of your currency for the Popdock Business Plan here from eOne's online pricing\]](#) via the eOne Transition Discount.

Included in the Popdock Business Subscription (with the eOne Transition Discount), you will receive:

- eOne's complete SmartList Suite: [Popdock](#), [SmartList Builder](#) & [SmartView](#).
- Essential Support Plans for all three products, which includes more benefits than you previously received in your AEP:
 - o 2 incidents per month.
 - o Regular hotfixes.
 - o Service packs.
 - o Functional releases.
 - o 2 escalated support incidents per year.
 - o The ability to work with eOne's support and services team.
- 6 years of discounts as a thank you for being a loyal paying AEP customer.
- The option to upgrade to Popdock Premium or an iPaaS plan before 31 May 2025 and still receive the eOne Transition Discount.
- Additional incentives for pre-payment and multi-year commitments.

Attached are two quotes for your review – your SmartConnect renewal, and your move to the Popdock Business plan. If you are interested in upgrading to a [Premium plan or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Currently on SmartConnect AEP + Popdock Subscription

Hi [Customer Name]

Your company uses Popdock and SmartConnect. As two of your key solutions, these products provide you with the easiest toolset to integrate, migrate and report across your ERP & business apps [or, insert the customer's specific use case].

The reason I'm reaching out is that eOne Solutions, the creators of both products, has a pricing update that will go into effect this summer.

Why is your price increasing? It's no secret that inflation has made its impact and costs have increased. eOne's goal is to keep product costs as low as possible, while continuing to provide best-in-class migration, integration, and reporting products. eOne has invested heavily in all their products, Popdock included, to meet the needs of the modern company, and what lies ahead. eOne is prepared to help you better manage your data and give your team the data they need, in any platform/interface you choose.

Here is the timeline of events:

Popdock on 1 June: At your next renewal date after June 1st, you will be moved to a Popdock [Subscription Level] Subscription at the price of [\$XXX USD / month][insert the monthly price of your currency for the default Popdock Subscription they will move to].

SmartConnect on 1 July: At your next Annual Enhancement Plan (AEP) expiry after July 1st, eOne will be upgrading your SmartConnect [Plan level] AEP to a SmartConnect On-Premise [Equivalent plan level] subscription.

Additionally, because you are current on your SmartConnect licensing, you have the option to upgrade to a full SmartConnect Business, Premium or iPaaS (bundled) plan with the eOne Transition Discount of 60% off for 3 years with a price lock, and 20% off for an additional 3 years. [You can learn what's included in the SmartConnect On-Premise \[Plan level\] Subscription and the upgrade options here.](#)

Attached are two quotes for your review – your Popdock renewal, and your move to the SmartConnect [Plan level] Plan. If you are interested in upgrading to a [Premium plan or the additional pre-payment discounts of up to 15%](#), let me know, and we can jump on a quick call toward the end of the week.

Best regards,

Helpful Links & Assets

For 1 June 2024 Pricing Update

- [1 June 2024 SmartConnect Pricing & Existing Subscription Renewals \(page\)](#)
 - o See pricing, compare plans, see transition pricing, access FAQ's & view pricing by currency with discounts you select.
- [1 June 2024 Popdock Pricing & Existing Subscription Renewals \(page\)](#)
 - o See pricing, compare plans, see transition pricing, access FAQ's & view by currency with discounts you select.
- [1 June 2024 Support Plans Available with SmartConnect & Popdock Subscriptions \(page\)](#)
 - o See pricing by currency, support plan inclusions and the definitions.

For 1 July 2024 Pricing Update

- [1 July 2024 SmartList Builder & SmartView AEP Transitions to Popdock \(page\)](#)
 - o View the default renewal plan with the eOne Discount, upgrade options, compare plan details, access FAQ's & view pricing by currency with additional discounts you select.
- [1 July 2024 SmartConnect AEP to Subscription \(page\)](#)
 - o View the default renewal plans for on-premise SmartConnect subscriptions, upgrade options, compare plan details, access FAQ's & view pricing by currency with additional discounts you select.
- [1 July 2024 iPaaS Plans with the eOne Transition Discounts for AEP Customers \(page\)](#)
 - o See pricing by currency, see product inclusions, and view pricing by currency.

Other Assets

- [Announcement of 2024 Pricing Updates](#) (Blog)
- [Partner Pricing Resources](#) (Page)
- [Product Investments - A Year in Review](#) (Blog)
- [eOne 2024 Roadmap & Beyond](#) (Blog)
- [Webinars to learn about products, new offerings & updates related to 2024 price changes.](#) (Blog summarizing multiple online events)