How are your fees structured?

- SaaS/OPEX - Monthly software as a service (SaaS) subscription where support, maintenance and version upgrades are all included in the monthly fee for the corresponding number of licences.
- CAPEX – One-off fee plus 20% additional per year billed monthly to cover support, maintenance and version upgrades.

What is included as part of your support and maintenance?

See Customer Bill of Rights.

What additional costs are associated if I want to host Promapp on my own server?

There is an onsite self-hosting annual support fee of USD$4,750 which includes a Promapp install package, with instructions for installation on your servers by your onsite technical team, and two version upgrades per year. We recommend a version upgrade is applied at least every 12 months and require that an upgrade is performed at least every 18 months. This ensures your organization is taking advantage of, and staying current with, Promapp functionality. While your technical team is responsible for installation and applying upgrades, the Promapp technical team provide self-hosting specific support and troubleshooting by remote access as required, both for the initial installation and for ongoing version upgrades. If you require more than two upgrades per year, additional upgrade install packages are made available at USD$2,750 per upgrade.

What if we want to move our Promapp instance from our own servers to the Promapp cloud environment?

The cost to transfer your instance is a one-off fee of USD$2,750 and going forward you join 96% of our client base in enjoying immediate access to all enhancements and new functionality via our 6-weekly upgrade release cycles at no additional ongoing cost. This includes coordinating with your technical team, migration, upgrade and testing. The extent to which the upgrade can be performed within the quotation is dependent on your change control processes not being unduly complex. If issues arise that lead us to believe the version upgrade cannot be performed within the quotation, we will inform you immediately and request your decision in writing to proceed.

Why do we have an annual support fee for self-hosting?

The overwhelming majority of customers choose cloud hosting because it reduces their internal IT costs, they know their data is being cared for by specialized staff, and it enables them to enjoy immediate access to all enhancements and new functionality via our 6-weekly upgrade release cycles at no incremental cost.

We also make a self-install option available to those who require it due to the nature of their operation, industry or IT function. Making this option available incurs an additional overhead to the Promapp business to maintain and coordinate both code and install packages with our cloud product offering, and to retain an internal skill set that can provide troubleshooting support with the complexities that arise with self-hosted installation and infrastructure. That is why we charge an additional annual fee over and above the standard 20% p.a. support and maintenance fee.