Versions:

There are two main versions of *For Community Support Management (FCSM)*:

- **FCSM Standard** – for managing selected details related to Adhoc Contacts, Referrals, Marketing, Brokerage, Clients, Groups, Associates, Staff and associated Statistical Reporting. Sample screens for this version are available on the OST Database Group web site - http://www.ostdatabasegroup.com.au/product_fcsm.php.
- **FCSM Enterprise** – for managing the same features as the Standard version plus extended details relating to Clients, Groups, Projects, Staff, Assets, etc. A detailed listing of these features is provided on the web page: http://www.ostdatabasegroup.com.au/product_fcsm.php.

Note: A community group may wish to start with the Standard version, get the team comfortable with its features, and then upgrade to the Enterprise version as additional features are required.

Inclusions:

Included in the product pricing are the following:

- On-site installation.
- Initial setup.
- Preliminary importing of current clean contact, staff and client data.
- Initial onsite training.
- Customisation of directly applicable departmental stats reporting.
- 40 hours of ongoing support for the first 12 months – looking to ensure that the team gets up and running fully with the software.

Note: In most instances, onsite support would need to be completed as full day blocks and may incur travel and accommodation costs if/where applicable.

Pricing:

For groups of up to 5-7 users, on one site and have 1-2 departmental stats reports

- **FCSM Standard**:   **$6,900**   (*Pay off over 30 months*: $2,400 deposit plus $181 p/month. *Lease*: $2,400 deposit plus $118 p/month)

- **FCSM Enterprise**:   **$8,960**   (*Pay off over 30 months*: $2,400 deposit plus $262.60 p/month. *Lease*: $2,400 deposit plus $172 p/month)

For groups of up to 20-30 users, on up to 4 sites and have up to 6 departmental stats reports:

- **FCSM Standard**:   **$13,900**   (*Pay off over 30 months*: $4,800 deposit plus $364.40 p/month. *Lease*: $4,800 deposit plus $236 p/month)

- **FCSM Enterprise**:   **$17,800**   (*Pay off over 30 months*: $4,800 deposit plus $521 p/month. *Lease*: $4,800 deposit plus $342 p/month)

Ongoing Support options (*after the first year*):
- You are able to purchase ongoing support, as well as ongoing user training, at $132 per hour, or…
- Purchase a 12 month support plan of $198 per month with up to 24 hours of support – usable at any time throughout the year.

Note: Prices are **Inc GST** and subject to change over time. Pricing presented in this document is current for 2012.

Value:

The value in purchasing FCSM is in:

The product itself:
- FCSM is road tested.
- It's ready for use straight away and does not need months of development process and interruption to your organisation.
- It usually only needs *configuring* for your needs, therefore the initial ongoing teething issues you get with a fully custom solution are not there.
- FCSM's growth has been and continues to be driven by existing community groups' needs.
- FCSM has been developed by a team of highly competent programmers, not a single casual programmer.
- Product and report customisation can be commissioned – if/as required.

The associated support:
- A competent person will look to assist with the timely importing of your current data.
- The training is provided by personnel fully familiar with the product and who have teaching experience.
- The primary focus of our product's users is community support, not IT. This is a hurdle for any software solution and with this understanding in mind we work with you to ensure good product uptake.

Note: *A significant part of our costing structure for FCSM is in establishing the product in your organisation and in the initial support. Please think of us as a part time staff member and consider our costing in this light.*