

On-Premise Labs Comparison

	Self-service Lab	Managed Lab	Enterprise Lab
Private Instance Monthly Subscription	€400 +VAT (up to 20 devices)	€2,500 +VAT (up to 50 devices)	Custom (no device limit)
Billing Cycle	pre-paid	monthly or annually	annually
Deployment options	Cloud or Hybrid standard options only	Cloud or Hybrid non-standard available*	Cloud, Hybrid or On-premise any technically feasible*
Support Level (higher tiers paid extra)	Standard	Premium	Business
SmartDust Edge Server Rental (monthly)	1st - FREE Nth - €50/server	Included*	Included*
Remote Setup of Customer Edge Server (one time)	€120	Included*	Included*
Remote Maintenance of Customer Edge Server (monthly)	1st - FREE Nth - €10/server	Included*	Included*
User accounts limit	up to 10	Unlimited	Unlimited
Extra user accounts (monthly)	€10/seat	N/A	N/A
External remote devices rental	Paid Extra	Included*	Included*
Remote device slots (monthly)	€15/slot	Unlimited	Unlimited
Additional H/W costs	Time and Material	Included*	Included*
Additional IT Support	€40/h	Included*	Included*
Additional DevOps Support	€60/h	Included*	Included*
Custom features development	€100/h	€100/h	Included*

* - offered **free of charge up to the limit** of annual commitment (cost of services calculated based on regular prices)

Sample Cost Estimate

	Self-service Lab #1	Self-service Lab #2	Managed Lab
Service scope	1 SD edge server, 1 Customer edge server, 1 remote device slot, 10 users, Standard Support , No extra IT Support, No extra DevOps Support	5 SD edge servers, 5 Customer edge servers, 5 remote device slots, 30 users, Standard Support , 10h of extra IT Support /month, 10h of extra DevOps Support /month	Unlimited SD edge servers , Unlimited Customer edge servers , Unlimited remote device slots , Unlimited users , Premium Support , Up to 800h of IT Support/year, Up to 400h of DevOps Support/year
Annual price (NET)	€5,100	€24,000	€30,000
Annual discount	15%	15%	20%
Annual with discount	€4,335 +VAT	€20,400 +VAT	€24,000 +VAT



Support Levels

	Standard	Premium	Business	Enterprise
Use case	Standard Support is included with all SmartDust Solutions. This level is mainly for autonomous customers who use services for non-critical applications.	Does your business need the very quickest response times from our support teams? With SmartDust Premium Support, your support requests are prioritized over Standard Support customer requests. We recommend it for non-critical environments.	The right level of support for production environments. SmartDust Business Support provides 24/7 access to technical support. The purpose of this is to provide a first response within 30 minutes to your critical incidents. It also gives you the option of requesting additional cloud architecture services (on quotation).	Enterprise Support provides you with key account expertise for your critical production environments, with extensive 24/7 technical support and additional services.
Support channels	Livechat Email	Livechat Email Pre-scheduled video chat	Livechat Email Pre-scheduled video chat	Livechat Email Pre-scheduled or ad-hoc video chat Phone
Response time	Up to 3 business days	Up to 1 business day	Up to 24h for non-critical requests, 30 min to first response for critical ones	Up to 12h for non-critical requests, 10 min to first response for critical ones
Support hours	European business hours (8 AM - 5 PM CET)	European business hours (8 AM - 5 PM CET)	24/7	24/7

