



**Q: How much does VALCOUR cost?**

A: Standard Licensing costs \$1500 per user with a minimum purchase of 50 users; the purchase price includes one year of free Support and Maintenance. There is also a Three Year Payment Option that would cost \$750 per user per year for three years, after payment plan is complete; the purchase price includes three years of free Support and Maintenance. Quantity discounts are available. Multi-jurisdictional discounts are also available. For more pricing details, please see our published price list.

**Q: My current vendor said they will meet or beat any other vendor's pricing, do you offer special pricing on a case-by-case basis?**

A: We adhere to our published prices and discounts. What you see is what we offer. The only exception to this would be pricing for the First State Agency Partner program (limited to one Agency/Multi-jurisdictional group per state).

**Q: Does VALCOUR require an annual support contract?**

A: No. Once an agency purchases VALCOUR they are licensed to use it, in perpetuity, without any further obligation. The agency owns and controls their data. If the agency chooses to purchase annual support and maintenance from CrossWind, the price is 15% of the initial product purchase price (including quantity discounts).

**Q: How much do Add-ons or extra modules cost?**

A: All upgrades are included in the annual support contract. It's very straightforward, there's the initial license purchase and then there is the *optional* support and maintenance support program at 15%

**Q: Does VALCOUR require an onsite CrossWind support representative?**

A: No. A powerful solution does not need to be a complex solution. In fact, modern software development practices focus on power through simplicity. Many current CAD/RMS solutions have become very arcane as a result of their attempt to modernize while supporting their legacy technology base. VALCOUR has been designed with cops to serve the needs of law enforcement agencies while remaining simple to roll out, enhance and support.

**Q: What type of system administration know-how would our Agency need?**

A: All an agency needs for support is someone with basic browser knowledge and Windows Server support experience. Because it is web-based, installation and all updates are performed on the server only, changing agency-wide maintenance from a disruptive, multi-day event to something that can be accomplished in three minutes. Help-desk resources for users are provided by on-line Help, an agency specific online FAQ page and training videos.

**Q: How much USER training does VALCOUR require?**

A: Very little. Training for dispatchers and administrators is accomplished in under 4 hours, training for officers takes less than 2 hours. Train-the-trainer materials, videos and on-line Help are provided at no charge. Optional on-site training classes are available for \$1000/day plus travel expenses.

**Q: Our County has many small agencies, many with less than 50 sworn officers and without dedicated technical support personnel. How could we get Valcour?**

A: Because VALCOUR is a web-based technology, it is easily configured and administered as a multi-jurisdictional solution. This would provide your county (or state) with several advantages: it could be administered and supported at any one agency allowing all participating agencies to share overhead; it would provide for seamless information sharing across participating agencies.

**Q: Can VALCOUR scale to a large, statewide solution?**

A: VALCOUR has been designed so that multiple clusters of VALCOUR sites can communicate seamlessly with each other. Each site has multi-agency capability, so all agencies within a state could participate, whether they are large or small.

**Q: Since VALCOUR is web-based, doesn't that make it susceptible to hackers and internet outages?**

A: No. Although it is web-based, VALCOUR is deployed on your agency's secure network. The same security protocols (VPN, etc) that you use for your current RMS solution can be utilized for VALCOUR. It can also be made available outside your network at your discretion, using the same 128-bit SSL protocol utilized by banks and other financial institutions, with the same level of encryption or better than your VPN.

**Q: Would we need any special hardware or need to upgrade our desktops and cruisers?**

A: No. VALCOUR works on any device equipped with a browser. It will plug and play with your older computers on desktops and in cars as well as newer devices like iPads or Android tablets.

**Q: CrossWind is a small company, wouldn't it be risky to trust support of a mission-critical application such as CAD/RMS to your company?**

A: No. We designed and licensed Valcour to operate independently of CrossWind. Any competent Windows Administrator can support Valcour. If an agency should choose to purchase annual support from CrossWind, they will get our world-class support. In addition to 20 years experience supporting large customer sites, CrossWind is located in the Silicon Valley and has immediate access to a large, highly skilled labor pool. Our technology is based on non-proprietary, open systems such as Ruby on Rails and MySQL. Therefore, we are able to scale our operations as easily as scaling our software.

**Q: Does CrossWind have any experience supporting mission-critical software applications?**

A: Yes. CrossWind has supported installations as small as Lyon County (Nev.) Sheriff's Office and large as the USDA. Our wide-area networked calendaring and scheduling line of products required 24 hour uptime and linked organizations in several time zones. Our nationally recognized technical support provided CrossWind a perfect track record. We have never been involved in any non-performance lawsuit—or any lawsuit at all for that matter!

**Q: Where can I get more information?**

A: You can visit [www.crosswind.com](http://www.crosswind.com), send an email to [sales@crosswind.com](mailto:sales@crosswind.com) or call us at (831) 335-8351