



## FayeBSG Hosting for **SUGARCRM.**

One of the coolest features SugarCRM offers to Sugar users is the option for CRM deployment alternatives. Having multiple deployment options allow Sugar users to get up and running quickly without a large investment in additional technology. With Sugar, you'll always have full data access and be in complete control of where that data lives.

The FayeBSG team has developed and optimized hosting environments to safeguard your cloud with a faster and more secure CRM experience. Our hosted environments are designed to enhance and accelerate your platform's performance. We want you to have the best experience possible with Sugar, and a very important part of that experience is having a fast, secure and reliable hosting location.

## Hosting Services

- Support M-F 9-5 PST via email [hosting@fayebsg.com](mailto:hosting@fayebsg.com) and/or phone (818) 280-4820.
- Support for Two (2) Subscriber-appointed contacts.
- Support included is for hosting related issues, such as availability, performance, backups and security.
- Sugar support is not included in the hosting package, additional charges apply (see hosting pricing sheet for more details).
- 4-hour response time for critical production-related issues. 24-hour response time for non-critical issues.
- SSH or other server access is not included in non-custom hosting packages.
- Daily backups of your SugarCRM environment.
- All data is encrypted at rest (DB and File System).
- Hosting customers must purchase an auto-renewable package of SugarCRM services. Package auto-renews when 1/4 of hours remain, an invoice will automatically be generated.
- SugarCRM upgrades are not included in the hosting package. We will work with customers to determine an optimal upgrade path to update their SugarCRM instance. Additional costs may apply to upgrade to a new SugarCRM version.

See Pricing Below

[info@fayebsg.com](mailto:info@fayebsg.com)



Welcome to the software you've always wanted....

## Pricing

### Initial Setup Charge

\$600 includes setup of hosting environment and up to 2 hours of migration services required to move an existing SugarCRM instance into our cloud.

Recurring hosting charges are billed on a quarterly basis.

#### BASIC

- Up to 20 SugarCRM Users
- 20GB Storage
- 10 Hour SugarCRM Service Package

Costs:

Setup Charge:	\$600.00
Sugar Service Package:	\$2,000.00
Monthly Charge:	<u>\$625.00</u>
Total Initial Cost:	\$3,225.00

Monthly Recurring Charge: \$625.00

#### OPTIMUM

- Up To 50 SugarCRM Users
- 60GB Storage
- 20 Hour SugarCRM Service Package

Costs:

Setup Charge:	\$600.00
Sugar Service Package:	\$3,900.00
Monthly Charge:	<u>\$925.00</u>
Total Initial Cost:	\$5,425.00

Monthly Recurring Charge: \$925.00

#### ENHANCED

- Up to 100 SugarCRM Users
- 90GB Storage
- 40 Hour SugarCRM Service Package

Costs:

Setup Charge:	\$600.00
Sugar Service Package:	\$7,600.00
Monthly Charge:	<u>\$1,225.00</u>
Total Initial Cost:	\$9,425.00

Monthly Recurring Charge: \$1,225.00

#### CUSTOM

- Design your own package
- SSH access can be included
- VPN can be included to access corporate assets not in the cloud
- Service Package can be uniquely designed
- Contact us for pricing