

Infopulse Ukraine & Ocean-SC Summary Proposal for MAN Ukraine

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A part of the Nordic IT group **EVRY**

Calculation for Development & Support

Items for development	CAPEX	OPEX monthly
Cloud solution in Azure	108 880 USD	
Solution for Telematic Device with embedded SW	35 000 USD	
Telematic Device	310 USD (min order 500pcs)	
Infopulse L1/L2 support		450-1 200 USD (see next slide)
Infopulse L3 support		600 USD 10 hours development
Mobile internet		3.5 USD per device

Infopulse Support Center Offer (L1/L2)

Tickets package /tickets per month	Monthly fee 24/7	Monthly fee Mon-Fri 07:00-23:00
0 – 30	600,00 USD	450,00 USD
31 – 60	850,00 USD	700,00 USD
61 – 100	1 200,00 USD	950,00 USD

Included services

- Tickets registration and dispatching, resolution according to the documented routines (L1);
- L2 Support during UA business time and in OCD outside business hours;
- Incidents follow-up and resolution;
- ITSM Tool with access for L3 team;
- Dedicated UA phone line;
- SPOC and service coordination;
- Weekly service reports;
- Monthly Reporting;

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