

Company	Crystal Net Pte Ltd
Digital Solution Name & Version Number¹	Crystal Dash CRM - Plus Edition (3 Users)
Appointment Period	20 October 2022 to 19 October 2023
Extended Appointment Period²	20 October 2023 to 19 October 2024

Standard Packaged Solution (ie. Minimum items to be purchased)

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software 3 users per year - Leads, Prospects, Clients Management - Dashboard & Activities - Reporting module - Communication log tracking - Multi contact owner assignment - Followups module - Automated Followup Reminders - Email module with Email Templates Management - Automated Appointment Email Notifications - Opportunity, Customer Groups and Case Management - User Management - Role & User Access Permissions - Track progress of Leads/Campaigns/Prospects Telephony system integration with automation features - click to dial, call history, 1st call resolution, call status and call analytics, 3 user license per year.		per User	3.00		
2) Hardware Not Applicable					
3) Professional Services Onboarding and Quickstart Setup - Starter CRM Setup based on Industry Generic Workflow		per man day	5.00		
4) Training System Training (3 hours per session)		per session	2.00		
5) Others Not Applicable					
Total				\$ 6,760.00	\$ 6,760.00

¹ A higher upgrade of the software version is acceptable, for example solution version 3.x allow anything from 3.0 to 3.99999

² As specified in the Letter of Appointment, IMDA may exercise the option to extend the Appointment Duration for an additional one-year (“Extended Appointment Period”)

* Qualifying cost refers to the supportable cost to be co-funded under the grant