

Company	Crystal Net Pte Ltd
Digital Solution Name & Version Number¹	Crystal Dash CRM - Professional 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 - Monitor Follow-ups with Customer's Stages - Automate Quick Follow-up Dates and Next Action Notes - Advanced Customer Group Contracts Management Search Filters Telephony system integration with automation features - click to dial, call history, 1st call resolution, call status and call analytics, 3 user license per year. Integrated WhatsApp communication module with team collaboration and status updates (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				\$ 9,460.00	\$ 9,460.00

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