

Oracle Service Cloud

IMPLEMENTATION & DEVELOPMENT COST



YOUR BEST PARTNER

Do you want to maintain a leading position by offering a state-of-the-art online customer journey? Oracle Service Cloud is your solution!

Do you want to get Oracle Service Cloud implemented by an experienced, agile-working, fast team that also offers the best price? WeSquare is your partner!

WHY WESQUARE

- High-quality deliverables in a short time frame
- Flexible and solution-oriented approach
- Extremely competitive prices
- Proven track record in both SME and large enterprises
- WeSquare remains committed, also after product delivery
- Professional work in informal setting
- A technical partner developing add-ins, integrations and complete apps/websites

WHAT WE DO

As a Certified Specialist Oracle Gold Partner, WeSquare implements Oracle Service Cloud (OSC) for many

customers. As a technical partner we develop OSC add-ins, custom processes and integrations that have proven to enhance results among our clients over the past few years. Despite integrating specific OSC customizations, WeSquare add-ins can be licensed off the shelf without basic costs for building and testing. And by working with a combined team from The Netherlands and India we keep costs low for our clients at all times.

GET IN TOUCH

Please contact us to get your OSC environment implemented. WeSquare delivers fast and will also support your solution in the future, depending on your needs. And please rest assured; you will always receive the best value for money.

“Implementing and improving Oracle Service Cloud solutions is what we do best, in a cost effective manner.”

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WeSquare BV

Huizermaatweg 27-T
1273 NA Huizen

+31 321 841 655
info@wesquare.nl
www.wesquare.nl

ORACLE Gold Partner

W²
IT SOLUTIONS
WESQUARE

WeSquare has an impressive track record in OSC implementation and we now offer an extremely competitive and clear base package:

OSC BASE IMPLEMENTATION INCLUDES

- Analysis session
- Kick-off
- Functional Design Document
- Implementation stage
- System & Integration testing
- Training of the admin + documentation
- User Acceptance Testing (UAT) and modifications
- Go Live & Go Live Support

Estimated delivery time

- 3 – 4 weeks

Total costs

- € 9,000 ex VAT

Add to our high-quality and low cost base package for OSC implementation by selecting the modules your company needs. We also offer innovative applications to deploy OSC software successfully in your particular business environment. Go to www.wesquare.nl/calculator for a specific overview of your additional costs, to ensure that you remain within budget.

OPTIONAL MODULES ON TOP OF BASE IMPLEMENTATION

Module	Costs (ex VAT)
Extra users (per 20 extra)	€ 300
Conversion of old data	€ 2,400
Integrations with external systems (per basic integration)	€ 3,000
Extra interface/language (per interface)	€ 600
Training of Agents (per 6 / 1 day)	€ 900
Extra training day	€ 900
Extra mailbox per interface (up to 4)	€ 300
Extra queues (up to 4)	€ 300
Extra profiles (up to 4)	€ 300
Extra SLA's per interface (up to 4)	€ 300
Customized Mail templates	€ 600
Customized Customer Portal	€ 1,500
5 extra Customized Reports (above 6)	€ 600
Extra Workspace	€ 300
Extra Dashboard	€ 300
Chat	€ 600
Extra own domain for Customer Portal	€ 300

OPTIONAL DEVELOPMENT COSTS

(€ 75 ex VAT / hour)

Module

Customer Portal Development / API / Add-in / Interface Development (.net/#)

KEY FEATURES

- Multi-channel (mail, phone, social (if applicable))
- Knowledge Management (for Agent, Customer)
- Default Customer Self-Service (FAQ, call, ask a question)
- Email, Surveys (NPS), Marketing mailings (if applicable)
- Dashboard (admin/agent)
- Reports (6 customized by WeSquare & hundreds out-of-the box)
- 1 interface, 1 queue, 3 profiles, 2 SLA's, 1 type of workspace, 2 dashboards
- Up to 20 users

Estimated delivery time

- 3-4 weeks

Cost

- € 9,000 ex VAT

Note

Note that all prices are excluding OSC licence fees.

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