PRICING AND FEATURE GUIDE

SIMPLE PRICING, NO SURPRISES

AskCody

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Our commitment starts even before you're a customer, by giving you insight into each of our modules and features so you can select the ones that will help your organization reach its goals faster.

This guide will help explain how our platform, modules, and features translate into our pricing, plans, and add-ons.

Calculate your subscription based on your chosen plan and add-ons. See the full feature list and pricing guide online at **www.askcody.com.**

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SIMPLE PRICING, NO SURPRISES

Let's get started:
Introducing the AskCody Platform

With the AskCody Resource Scheduling and Meeting Management Platform, organizations get one central place to manage all meeting-related activities. That means they'll spend less time on administration and more time getting things that matter done.

The AskCody Platform accommodates all organizational aspects of meetings, reducing the organizational load while minimizing the number of hours spent per employee on organizing and scheduling meetings.

Best of all, AskCody is easy to use and customizable to the way you work. And because everything is in the cloud and based on modern Microsoft technology, everyone can access AskCody inside Outlook or Office 365. With AskCody, you can simply add more resources or upgrade to another plan that has more features when your business grows.

There's no disruption to your business because we take care of everything behind the scenes and keep your infrastructure clean.

This means that your organization stays in control, gets complete visibility, and consistency across processes, while employees enhance productivity and organizations increase operational efficiency.

Our Platform

We have a complete Platform combined of features, components and modules for Resource Scheduling and Meeting Management; offerings and tools that help organizations solve their business challenges on meetings and resource scheduling. We call this the AskCody Platform and refer to AskCody as this complete Meeting Management Platform combining all these features, components and modules.

Pricing

Buying AskCody, we have taken our entire Platform and divided it into Pricing Plans (equal to a tier) and Add-Ons. This will help you find the best solution for your company and allows your organization to solve your business challenges the best and easiest way possible, with a focus on the features that give you the most value right now, making these features included in the pricing plan, available for you entire organization and users.

You can always scale and expand to a new Plan or add one of our Add-Ons.

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What are Plans?

Our two Plans, Essentials or Advanced, bundle some of our most popular features together into consumable, easy-to-buy plans.

The plans focus on solving specific business challenges, and the features that complement each other the most, are bundled together to give you as much value as possible.

Essentials, focusing on essentials needs for meeting management and resource scheduling, and Advanced, focusing on more sophisticated needs for automation, workflows, custom properties, and advanced features.

Plans and organizations

When you become an AskCody customer, you'll select the Pricing Plan that works best for you. The plan you choose deter-mines which features will be included in the AskCody Platform and that will be available for your entire organization on your AskCody Account.

In AskCody, one organization (Business Concern or Corporation) = one AskCody Account. An organization is a specific instance of AskCody (An AskCody Account) with its own dataset, connections to Exchange, Active Directory, etc.

An organization can have multiple subsidiaries, units or locations, offices and locations, sharing the same Exchange tenant and AskCody

Account. Since all subsidiary or business units is within the same organization, all shares the same AskCody Account sharing the same features avail-able, based on the Plan purchased. There can only be one plan in an organization at any moment in time.

With all units or subsidiaries on the same AskCody account, every unit is sharing terms and conditions, renewal date, cancellation date, features, etc.

For continuous expansions or changes to licenses, changes will be charged prorated for the current billing period until the next renewal date, where the total annual subscription fee will be billed.

There can only be one Pricing Plan in any Organization (Business Concern or Corporation) at any moment in time.

That Plan (meaning the features included in that Plan) will then be available for all users and the entire organization.

That mean, that you can't mix Plans across your Organization, e.g. you can't have 25 licenses for Essentials and 25 licenses for Advanced. Either you'll select Essentials, or you select Advanced.

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What are Add-Ons?

These help you create a custom solution that matches your organization's needs. Our Add-Ons offer different features and functionality, similar to how plans represent varying levels of functionality for most modules.

These help you create a custom solution that matches your organization's needs. The add-ons offer different features and functionality, like how plans represent varying levels of functionality for most modules. Add-ons can only be purchased and added to calendars already assigned a license for the selected Pricing Plan.

Add-ons are also applied per room, or per lobby for the Visitor Management Add-on and can only be applied to rooms that's already has the room added to AskCody with an assigned license to one of our Pricing Plans being Essentials or Advanced.

Therefore, if you want to add a room display to your AskCody Platform, a license for that room calendar must be assigned to a Pricing Plan first; you can't have a Room Display without being on one of our Plans.

For Visitor Management, the add-on can be purchased as a standalone module, but to get the full value of all features and maximize productivity, rooms assigned to a reception for preregistration of visitors, must already be assigned a license to the selected Pricing Plan.

This flexibility means we can work together on a solution that both meets your needs and fits your budget.

Licensing Types

Our Platform is subscription-based, and no matter which Plan or add-on you're looking into, this license is priced per room per month (or per lobby).

A room is either a meeting room or conference room; all types of bookable rooms in your workplace can be connected to the AskCody Platform.

A desk is either a work station, hot desk, cubicle; all types of bookable desks in the workplace, that can be connected to the AskCody Platform.

For the Visitor Management Add-On the pricing metric is per lobby per month.

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CHOOSE THE ASKCODY PLAN THAT'S RIGHT FOR YOUR BUSINESS. ALL PLANS FITS ANY SIZE BUSINESS.

$249
ROOM/YEAR

ESSENTIALS
Essential booking tools for any size business

Designed for businesses requiring a full-featured booking functionality of meeting rooms and conference rooms, while having full overview and insights into utilization with data to act on.

Search by attribute, purpose or context of a meeting room (e.g., video conference), special features, equipment, and capabilities or search for a meeting room with a guaranteed minimum capacity. Advanced room configurations are included + support for Skype for Business and Microsoft Teams.

It includes simple management of the AskCody Portal, intuitive overview and insights into meeting room utilization, native Outlook Add-ins, the administration tools to customize and manage your AskCody solution as you grow, and the AskCody Mobile App.

All integrated with Exchange, Exchange Online, Outlook, Office 365, and Active Directory or Azure Active Directory.

FOR DESKS: $72 DESK/YEAR

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$499
ROOM/YEAR

ADVANCED
Advanced meeting service management

Maximize your success and extend it across the entire organization and enterprise. Do more with the Advanced Plan and automate business processes using service vendor workflows and business rules.

The Advanced Plan meets the needs of larger or more complex businesses and enterprises and gives you advanced features, like the ability to order services from Service Vendors like Catering, Facility Services, or Facilities Management right in Outlooks familiar interface, while supporting Vendors with a management console with comprehensive management capabilities.

Cost center management, billing tracking, and export of data are included, as with extensive, built-in reporting capabilities. Includes intelligent deadline management for meeting services and Service Vendor Notifications.

Includes all features in Essentials.

FOR DESKS: $144 DESK/YEAR

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CHOOSE THE ASKCODY ADD-ON THAT COMPLETES THE ASKCODY EXPERIENCE

$249
ROOM/YEAR

MEETING ROOM DISPLAYS
Claim the room, improve meeting room utilization, and change the face of your office space

Display daily activities from your Outlook or Office 365, and schedule meetings directly on the meeting room display to avoid meeting interruptions and improve meeting room utilization. Make a reservation, find out if the room is free or occupied, or confirm your reservation.

Fix in-room equipment issues faster with fault reporting and connect notifications to your service desk system. The built-in fault reporting feature allows users to report meeting room equipment issues to the right person within the company with just a few taps on the meeting room display.

It simplifies help requests for employees who use the meeting rooms and enables IT and FM teams to manage equipment more efficiently.

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$2499
LOBBY/YEAR

VISITOR MANAGEMENT
Check in visitors, add notes and keep track of check-ins, check-outs and expected guests

Modern and professional visitor registration solution combining both tools for employees to be used inside Outlook, tools for the reception and check-in screens for visitors.

The Visitor Management add-on enables automatic handling of guest pass printouts and host-notifications , the Add-in for Outlook and Office 365 enables easy registration of guests, and online the Management Portal for the Reception let receptionists keeps track of visitors.

Includes pre-registration of guests in Outlook and Office 365, allowing you to always stay ahead of today's visitors and which meeting they are attending. Employee and guest notification with SMS and email is built in.

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Microsoft
Partner

ASKCODY PLATFORM AND FEATURE GUIDE

Plans

	Essentials	Advanced
Overview, Insights and Analytics		
Easy meeting room overview	✔	✔
Meeting and event overview	✔	✔
Meeting dashboard (Event view and Calendar View)	✔	✔
Utilization and analytics dashboard (With Power BI)	✔	✔
Reporting and advanced booking insights (With Power BI)	✔	✔
Utilization metrics and leading indicators (With Power BI)	✔	✔
Room booking		
Room booking and scheduling in native Outlook Add-in	✔	✔
Room booking regulation and booking policies	✔	✔
Advanced search for specific rooms and capabilities	✔	✔
Skype, Teams, Zoom Rooms, Cisco WebEx, etc. integration	✔	✔
Booking across multiple locations and timezones	✔	✔
Instant availability overview in native Outlook Add-in	✔	✔
Capacity configuration and optimization	✔	✔
Detailed room information	✔	✔
Mobile App (iOS + Android) for room scheduling (Requires Azure AD)	✔	✔
Pre-registration from Outlook and Office 365 (Outlook Add-in)	✔	✔
Meeting Service Management		
Meeting service booking and requests (refreshments, food, AV)		✔
Vendor and workflow management (Kitchen, FM, IT)		✔
Advanced and customized vendor configuration		✔
Follow the meeting intelligence		✔
Clean up times		✔
Table arrangement management		✔
Buffer time management		✔
Detailed service menus from Outlook		✔
Deadline management		✔
Service provider notifications by email		✔
Support for multiple vendors across multiple locations		✔
Support for multiple vendors across multiple locations		
Export from Power BI	✔	✔
Billing tracking, tax management, client matter, general ledger etc.		✔
Data export (Customized CSV)		✔
API access		✔
Cost center management		✔
Reporting capabilities for service vendors		✔

Add-ons

	Display
Meeting Room Displays	
Real-time booking from display	✔
No-show capabilities	✔
Room check-in and confirmation	✔
Meeting privacy (private meeting)	✔
Attendee list and agenda presentation	✔
Fast lane ad-hoc bookings	✔
Meeting dashboards (ActivityView) with full office/desk/room overview	✔
Real-time office availability	✔
Error report faulty equipment and work request	✔
Display app for iPad & Android tablets + Crestron Room Display	✔
Remote setting management	✔

Add-ons

	Visitor
Visitor Management	
Advanced Visitor Management administration console	✔
Check-in, check-out and expected guest overview	✔
Attendee list overview and visitor log	✔
SMS and Email notifications	✔
SMS reminders	✔
Sign-out notifications	✔
Check-in screen	✔
NDA signing, health and safety instructions	✔

Always Included

Infrastructure and Management (Included in all plans and add-ons)	
Cloud Management Portal	✔
Runs on Microsoft Azure	✔
Microsoft Exchange / Exchange Online integration	✔
Scheduling permission with Microsoft Exchange	✔
Active Directory and Azure Active Directory	✔
Advanced Security (TLS 1.2, Modern Auth)	✔
GDPR and ISAE 3000 compliance	✔
Modern add-ins for Outlook and Office 365	✔

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SUPPORT AND PROFESSIONAL SERVICES

Support and Premium Services

AskCody offers a comprehensive range of different support levels and Premium Services. Please see the Service Guide for a full overview of services that can be included in your subscriptions.

Basic Support is included in all subscriptions.

Premium supports starts from $1500 or 10% of the total annual subscription fee.

With Premium Services you don't have to do it alone. We're here to help.

Premium Support and Customer Services are designed for all customers who want a more personalized onboarding, implementation, support, training, and faster ROI.

AskCody's Customer Success Team and Solution Engineers are here to answer your questions, help you master the Meeting Management Platform, and make sure you're getting the most out of your investment in modern Meeting Management.

More than software

Onboarding and Premium Professional Services are based on the number of meeting rooms, size of the organization, and the complexity of workplace processes.

The Premium Service and Experience Package for rapid success engagement is designed to quickly enable your organization to get the most from the AskCody platform by leveraging our experts for onboarding, support and customer success.

Talk to your sales representative to learn what's included and how you gain the most value from it.

Not just onboarding or implementation. It's your fast-track to stay ahead and get the most of your investment.

With the Premium Services, you'll have a variety of services available. From exclusive phone support, 8 hours response time, priority in the support queue, and frequently updates on escalated issues, over monthly updates and quarterly business reviews, to online training and webinars with exclusive access to learn from our developers and members of our product team. We'll have you covered in all aspects.

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CHOOSE THE RIGHT SUPPORT & SERVICE PLAN FOR YOUR BUSINESS

INCLUDED

BASIC SUPPORT

Basic Support for your AskCody Platform Included in your subscription fee.

Basic Support is designed for customers who want to handle and manage the implementation of AskCody by themselves and don't have the need for a personalized, white-glove experience setting up AskCody.

With Basic Support, you will get access to our comprehensive Implementation Guide that guide you through each step of setting up, configuring, and deploying AskCody.

You get access to our extensive Help Center with articles covering all aspects of the AskCody platform, and through the setup of AskCody, we are guiding you in-app to help you through the process of setting up the platform, guiding you to the next step and phase.

For Support, you'll have support services available from 8 am CEST – 6 pm EST (16/5) via live chat on our Help Center or by email. For critical issues escalated to our development team, the support team will provide updates when the issues have been resolved.

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FROM

$1500

PREMIUM SERVICES

Premium Services to get the most of your investment.
Starting from $1500 Yearly.
A part of your subscription fee.

Premium Support and Customer Services are designed for all customers who want a more personalized onboarding, implementation, support, training, faster ROI, and access to exporting raw meeting data for customized reports.

AskCody's Customer Success Team and Solution Engineers will help you master the Meeting Management Platform, and make sure you're getting the most out of your investment in modern Meeting Management.

With the Premium Services, you'll have a variety of services available. From exclusive phone support, 8 hours response time and priority in the support queue, and updates in the end of every business day on escalated issues, over monthly updates and quarterly business reviews, to online training and webinars with exclusive access to learn from our developers and members of our product team, we have you covered in all aspects.

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YOUR FAST-TRACK TO GETTING STARTED

$1000

ASSISTED ONBOARDING

Get personal assistance from the get-go with Assisted Onboarding helping you getting started fast.

Assisted Onboarding is designed for all customers who want personal guided assistance and help from the very get-go, having a more personalized onboarding experience supplementary to the *Basic Support Plan*.

AskCody's Solution Engineers and Service Team will help you master our Meeting Management Platform quickly with a specific designed step-by-step program that includes three sessions guiding you to getting started:

· Planning and Preparing for Implementation [45m]
· Guided Tour on setting up the Platform [2h]
· Follow-up & Evaluate [30m]

The sessions include everything you need to get going, including thorough explanation of our extensive and comprehensive Learning Center, guidance, and best-practice on setting up the platform, and assisted point-and-click configuration of your platform. All design to get you out of the gate fast.

SUPPLEMENTARY TO BASIC SUPPORT

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Microsoft
Partner

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ASKCODY SUPPORT AND SERVICE GUIDE

Support and Service Plans

	Basic	Premium
Onboarding Services	Always Included	
Self-service onboarding. You will get access to our comprehensive Implementation Guide, that guides you through each step of setting up, configuring, and deploying AskCody	✔	✔
Help Center. You have access to our extensive Help Center with articles covering all aspects of the AskCody platform	✔	✔
In-App Guidance. Through the setup of AskCody, we are guiding you in-app to help you through the process of setting up the platform, guiding you to the next step and phase.	✔	✔
Set up. AskCody will work with your teams on setting up AskCody based on the AskCody Implementation guide		✔
Comprehensive Microsoft Exchange knowledge. AskCody will support your IT team in setting up Microsoft Exchange to connect with AskCody		✔
Configuration & Customization. AskCody will assist your teams on the configuration and customization of our platform to your needs. This would include, but not be limited to, Catering and Meeting Services, Facilities Services, Visitor Management, room equipment, booking policies, and more.		✔
Deployment. AskCody will assist on the software deployment of our end-user modules and add-ins for Outlook, including assisting you on configuring and deploying Room Displays (not mounting, nor configuring hardware)		✔
Training. AskCody will assist in the training of Super-Users and Admins (Train-the-Trainer concept) and provide materials to be used when it relates to our products.		✔
Support Services		
Support services available from 8 am CEST – 6 pm EST (16/5) via **live chat on our Help Center or by email**	✔	
Support response time will not exceed **24 business hours on business days** within support opening time	✔	
Standard priority in the support queue	✔	
For critical* issues escalated to our development team, the support team will provide **updates when the issues have been resolved**	✔	
Support services available from 8 am CEST – 6 pm EST (16/5) via **live chat on our Help Center, by email, or by phone**		✔
Support response time will not exceed **8 business hours on business days** within support opening time		✔
Priority in the support queue and exclusive access to phone support		✔
For critical* issues escalated to our development team, the support team will provide **frequent updates until the issue has been closed**		✔
Business reviews and follow-ups		
Optional Monthly Status and Health Calls with Customer Success Team. Updates on tickets (if applicable). Account health checks. Additional training sessions (Train-the-Trainer concept) and configuration if needed based on customer and end-user feedback.		✔
Optional Quarterly Business Reviews. AskCody's team will provide QBR's with the customer to cover agreed upon goals and targets, Analytics and Insights. We will also be covering the latest product releases and near-term road map items.		✔
Yearly Health Check. AskCody will perform and execute, together with your Team, a yearly health check on your AskCody Account, configurations, workflows, and features enabled, to ensure this configuration matches your business needs and policies, ensuring that you'll achieve your desired outcomes.		✔
Videos and Webinars		
Videos. AskCody will provide a Help Center full of videos to help you get started and use the Platform.	✔	✔
Webinars. Monthly webinars and Q&A with experts from the Product Team, Support or Solution Engineers.	✔	✔
Extended Uptime Guarantee		
AskCody's service targets follows AskCody's Cloud Provider (Microsoft Azure) and guarantee at least 99.9% availability. For Premium Support, **AskCody guarantees 99.95% uptime.** For Uptime, all components are monitored by Status Page – status.askcody.com		✔
Extended Data Access for Analytics and Insights		
Insights Template for Excel. Template for Excel for AskCody Insights for easy accessing utilization statistics and usage data		✔
Access Microsoft Exchange Meeting Data 36 month back in time in AskCody Insights from day one** for full historical overview of utilization		✔
Export raw Insights Data with Microsoft Azure Blob Storage and Azure Storage Explorer to built your own reports in Excel or Microsoft Power BI		✔

Onboarding Services to be provided remotely unless otherwise agreed to by AskCody.
*Critical issues are occurring on production systems severely impacting organizations on AskCody.
A large number of users are prevented from working with no procedural workaround.
** Requires that the Meeting Room Resource has available and accessible meeting data within the last 36 month

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