

SDL MultiTerm Server 2009 Upgrade Service

Terms of Reference

This service provides a fixed deliverable, on-premise implementation/upgrade of SDL MultiTerm Server 2009, provided by SDL Professional Services.

Service Deliverables

The key deliverables are as follows.

- SDL MultiTerm 2009 Server implementation based on the feedback from customer's IT to SDL Server implementation questionnaire (sent to you by SDL once the service is purchased)
- SDL MultiTerm data conversion of one (1) pre 2009 terminology database and integration into SDL MultiTerm 2009 Server
- SDL MultiTerm Server systems administrator training
- Installation testing and documentation
- Implementation protocol document sign-off, project review and project sign-off

Service Price

The base package comes with the following special price points:

- Special Price to 30 September 2010 €3,990

If you have SDL MultiTerm Server and SDL TM Server to upgrade then we are happy to offer you the following reduced price point.

- €5,990

SDL Professional Services consultant travel & subsistence costs are charged in addition to the Service Price shown above.

Project Timescales

- Project initiation, Project Management, project review and completion (0.5 days)
- Project analysis, design, technical implementation preparation, documentation (0.5 days)
- Software implementation in Production environment, documentation (1 day)
- Data migration (0.5 days)
- Server administration training (0.5 days)

Suitability

This service is suitable for customers who have previous versions of SDL MultiTerm Server and who wish to take advantage of a minimum of assistance in a structured manner to upgrade their MultiTerm solution.

The solution also provides additional flexibility to add additional elements as needed based on customer demand.

Additional Professional Services

The following items are available outside of the scope of the SDL MultiTerm Server 2009 Upgrade Service, but can be added based on the following requirements and prices.

- Business Consultancy (based on 1 day at €1,400 per day, minimum 0.5 days)
- Implementation Consultancy (based on 1 day at €1,400 per day, minimum 0.5 days)
- Data Migration Workshop (based on 1 day at €1,400 per day, minimum 0.5 days)
- SDL MultiTerm Server 2009 package rollout in test/QA environment (on request)