



FOUR SEASONS HVAC - SMARTVIEW, FEATURES, AND PRICING

SMARTVIEW FEATURES	PROFESSIONAL	ENTERPRISE
STANDARD FEATURES		
No-app needed (Browser based video calls)	Yes	Yes
Back up ShowMe light weight app	Yes	Yes
Invite guests to a call by SMS, Email or WhatsApp on any device	Yes	Yes
2-3x magnification of video stream (Zoom)	Yes	Yes
Collaborative pointer on live video	Yes	Yes
High quality photos using guest's camera	Yes	Yes
Date & Time Stamp captured on photos	Yes	Yes
Collaborative markup on photos	Yes	Yes
Save photos and their markups	Yes	Yes
View Photo thumbnails during the live video call	Yes	Yes
Agent's ability to turn on guest's torch remotely (Android devices)	Yes	Yes
Screenshare	Yes	Yes
Collaborative pointer & markup on screen share	Yes	Yes
Admin access and configuration	Yes	Yes
ADVANCED FEATURES		
Monitoring network quality during video call	Yes	Yes
Invite additional guests to the ongoing video call	Yes	Yes
Text extract using OCR technology	Yes	Yes
Simultaneous video streaming from all participants (Gallery Mode)	Yes	Yes
Use Internal Contact List for inviting to Video Call	Yes	Yes
Chatting during video session	Yes	Yes
Max participants including host (non-recorded)	4	10
Asynchronous Photo Exchange	No	Yes
Option to add a Participant as Silent Observer on Video Call	No	Yes
Remove "Powered by SmartView" branding	No	Yes
Call Scheduling	No	Yes
Call Recording	No	Add on cost*

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SMARTVIEW FEATURES	PROFESSIONAL	ENTERPRISE
ADMIN FEATURES		
OrganiSe users by Internal Departments	Two (2)	Unlimited
Configurable Collaboration Profiles with Individual Branding	Two (2)	Unlimited
Configure Session Visibility (admins, departments, or all users)	No	Yes
Custom Call End Page redirection after call (Eg. Post call survey)	No	Yes
Network Quality Indicator (For Recording Add On Customers)	No	Yes
Reporting & Analytics	Standard	Custom*
Create multiple domains	No	Add on cost*
Audit Logs	No	Yes
WHITE LABELING AND BRANDING		
Customise SMS and Email invite	Yes	Yes
Custom Domain URL using Host Mapping (eg. support.domain.com)	No	Yes
Customise Video Call page with company logo, colors and branding	No	Yes
Use your own Email ID for sending Emails (Eg. support@domain.com)	No	Yes
Use your own Number for sending SMS	No	Add on cost*
Custom Branded Mobile App published to Android and iOS App Store	No	Add on cost*
INTEGRATIONS		
SmartView calls on smart glasses	No	Yes
Custom Cloud Storage on AWS or Azure	No	Add on cost*
Developer REST API Access	No	Add on cost*
Native Integrations (Like Salesforce, Zendesk, Genesys, ServiceNow)	No	Add on cost*
SSO/SAML Authentication (Azure Ad, Auth0, etc)	No	Add on cost*
SFTP Reports (SmartView will push data to your SFTP server)	No	Add on cost*
SUPPORT, SECURITY & COMPLIANCE		
Email based 2FA	Yes	Yes
Paid Support Plans	Add on cost *	Add on cost *
Security questionnaires, custom legal review / custom MSA	No	Add on cost *
Dedicated Account Rep	No	Yes
SLA and Uptime commitment	No	Add on cost *
Access to PenTest and SOC2 Report	No	Yes

*Add on cost: Will be determined based on the feature and scope of work

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SMARTVIEW PRICING

SmartView is broken down into editions, which bundle some of our most popular features together into easy-to-consume packages. This helps each organisation identify the appropriate level of capabilities, and cost, for its needs. Today we offer you the **Professional and the Enterprise Editions**. The edition you choose determines which features will be included in your Smart View Domain. A SmartView Domain represents a customer's specific SmartView URL and all of its corresponding data. Each Domain can be customised separately. There can only be one edition in any one Domain at any moment in time.

The features in each edition are summarised in the above table.

A **Host/Agent** is an authorised registered user with a login account. Administrators, supervisors, data analysts are registered hosts who need to login to SmartView to access the SmartView platform. A **Guest** is anyone who is not a registered paid user on SmartView. A Guest can only receive and not originate a SmartView call.

SMARTVIEW PRICING

ITEM	SMARTVIEW PRICING	PROFESSIONAL (prepaid Annually)	ENTERPRISE (prepaid Annually)
1	Base Package (includes 5 assignable licenses)	£140/month	£225/month
2	Additional User License (each includes 1000 call minutes/month)	£28.00/mo	£45.00/mo
3	£28 for every additional 1000 call minute blocks over first 1000 minutes	N/A	£28.00/mo
4	Recording fee add-on to user license fee (recording minutes can be purchased separately based on usage requirements)	N/A	£4.00/mo
5	Recording minutes is £40 for every 1000 recorded minutes/month	N/A	£40.00/mo

*The Add-on recording option is available only with the **Enterprise Edition**.

**List pricing does not include VAT.

Volume Discounts are available for subscriptions exceeding 100 licenses.

- Additional call minutes will be charged at £28 per block of 1,000 call minutes.
 - Additional recording minutes will be charged at £40 per block of 1,000 recording minutes.
 - The overage in cumulative call and recording minutes will be invoiced on a monthly basis once the limits have been reached. By cumulative we mean we take the # of licenses and multiply it by 1000.
 - Annual minutes can be used at any time over the course of the subscription term.
- NOTE: Please note that we do not bill on a cost per minute model, but follow the table above.



The Enterprise Platform Package is an annual platform fee required to access to the following premium add-ons:

- REST API access for custom integrations
- Custom cloud storage configuration
- SSO/SAML authentication
- Multi-Factor authentication
- Bulk user management and Audit logs for account changes
- Audit logs for user login history
- Optional SLA
- Dedicated Client Success Manager
- SOC2 and PenTest Reports
- Custom Legal Review

Enterprise Platform Package Pricing:

- For annual licensing fees *less than* £80,000, an annual charge of £4,000 is added to the licensing fees
- For annual licensing fees *equal to or greater than* £80,000, an annual 5% premium charge is added to the licensing fees

SmartView API for smart glasses	Annual (billed annually)	50+ smart glasses
# of Enterprise Smartglass licenses	£45.00	Contact Us

*Minimum 10 smart glass licenses required. Valid only with Enterprise Edition Host Licenses.
Smart glasses are floating and not tied to any user.

ADDING AND REMOVING LICENSES

If you need to add users and must purchase additional licenses, SmartView will prorate the new licenses price plan for the remainder of the payment period so that it will renew on the original payment cycle. If you are removing licenses, this change will occur at the end of your subscription term with no refund or credit. You will still have access to those licenses until the end of your subscription term.

Note: If you are removing licenses, make sure you unassign the licenses under the User Management Tab. If you are adding licenses, you must assign those licenses to users as well.

VOLUME DISCOUNTS:

Volume discounts will apply to Enterprise Edition subscriptions only and begin at volumes of >100 licenses.

ADDITIONAL DISCOUNTS

We also offer the following discounts for the annual plan on the final amount.

Discount Offered For	% Discount
Your participation in a Blitzz sponsored Case Study after 3 months of usage	5%

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