

# Solution Proposal



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# How it works:

## Based primarily on annual order volume and service level

- Flat price per month for a contracted annual order volume
- Low price per order for orders above the annual order amount

## Other factors considered in our recommendation:

- Professional service needs
- Platform education needs
- Number of stores

## Benefits: Designed to provide predictability and scalability

- No transaction fees
- No bandwidth fees
- No penalty for using your preferred payment gateway/credit card processor

# Facts + Assumptions

considered in our recommendation:

- License Type: Enterprise B2B Edition
- Number of Storefronts:
  - Instances: 1 w/ 5 additional Storefronts for total of 6
  - 1 Sandbox
- Orders Anticipated: Approx. 1000 Orders/Year
- BigCommerce Service Considerations: First time user of BigCommerce; Asked for someone to guide him instead of completely outsourcing it to an agency.

# BigCommerce Enterprise Pricing w/ MSF and B2B Edition

*Price/Year	Orders	PPO	Term Length	CSM/Service Level	SLA	# of Stores	# of Stores w/B2B Edt.
\$42,000	5,000/Year	\$0.70	3 Years	Assigned CSM + Priority Support (T2)	Yes	6	3

## Enterprise Plans Include

- Full Suite of BigCommerce Native Features & Functionality
- Unlimited users, data storage, & API Calls
- Enterprise Grade Hosting & Infrastructure via Google Cloud & Cloudflare
- Evergreen Open-SaaS Platform including software upgrades, updates, and security (PCI Compliance, ISO 27001, GDPR... etc)
- Assigned Customer Success Manager.
- B2B Edition(Corporate Account Management, Buyer Portal, Super Admin, Masquerade, Sales Staff Quoting, User Management, Shared Shopping Lists/Buy Again, Invoice Portal, Payment Method Visibility Control, Quick Order Pad, Company Address Book Management)

## Services: One Time Fee

**\$11,999**

- Implementation Project Manager (20 Hours)
- Solution Architect (20 Hours)
- Instructor Led Training (18 Sessions) Launch Package



# BigCommerce Migration Offer Program

BigCommerce is offering a 3x your monthly spend on a 3 year contract:

## Details:

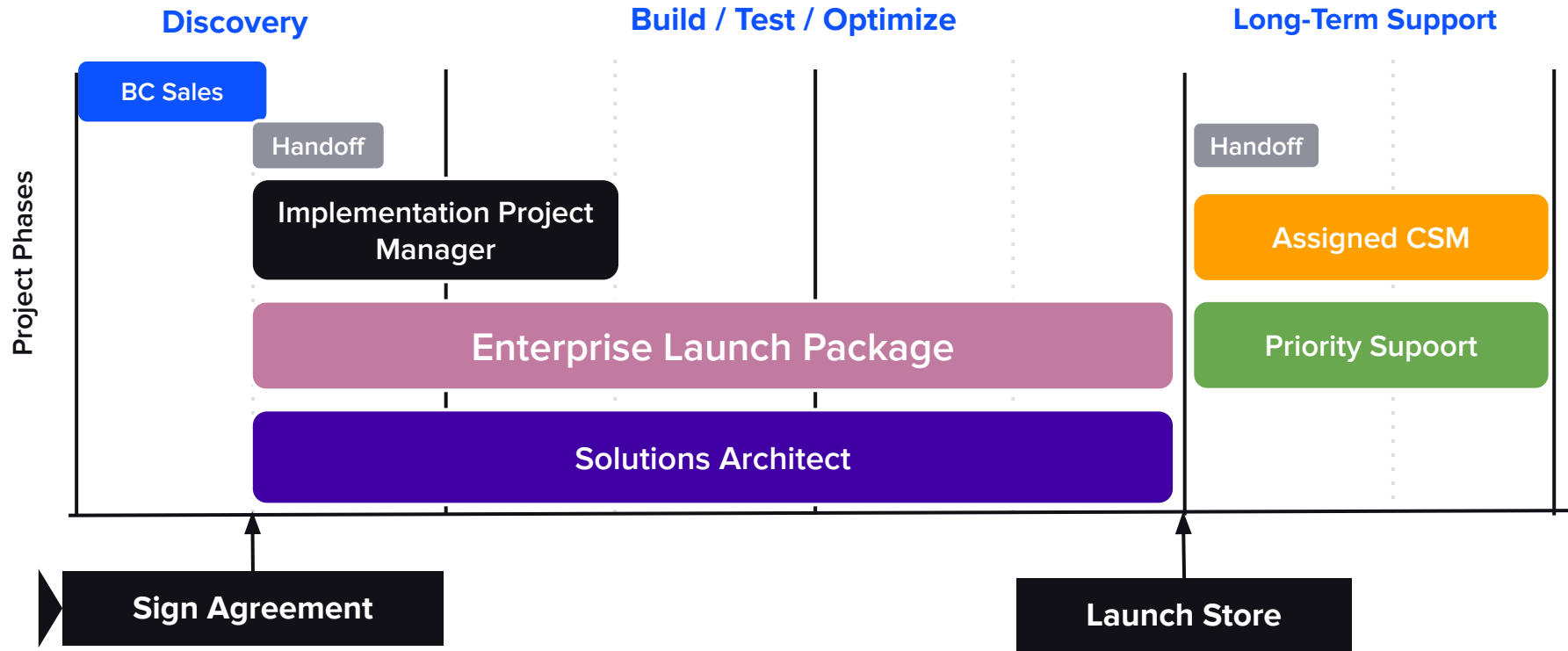
### BigCommerce Enterprise MOP

- BigCommerce will provide you with 3x your monthly spend or \$10,500 ( \$3,500 x 3) on a 3-year contract.
- $36 \times \$3,500 = \$126,000 - \$10,500 = \$115,500$  (\$3,208/Month) Total Contract Value

**Note: The \$10,500 would be subtracted from next invoice after you make first website transaction**

- **This Offer is valid till close of business day June 27th**

# Smart Start Implementation Plan



# PROFESSIONAL SERVICES



# B2B Enterprise Launch Package

Accelerate the time it takes to get to and beyond your first sale by having our B2B Education Launch Specialists Launch Coaches teach you how to setup and optimize a fully functioning BigCommerce store.

## Training topics cover:

- ▶ Orientation & Store Setup
- ▶ Product Catalog
- ▶ Marketing & Merchandising
- ▶ SEO & Marketplaces
- ▶ Testing an Order
- ▶ Enable Advanced Features
- ▶ Domain & Security
- ▶ Connect to Search Engines & Wrap-up



*My launch coach demonstrated the many features and capabilities built within BigCommerce, showing that to achieve the same level of software would have actually been a more costly option going with any of the alternative solutions.*

Nick Wiegand  
Procure Health





# Implementation Project Manager

Launch your store with confidence and not compromise with an expert finely tuned to your critical and essential business needs and our BigCommerce platform.

Your Implementation Project Manager is there to:

- ▶ **Ask** the right questions to find the best solutions for your store
- ▶ **Advocate** for your best interest with all parties involved
- ▶ **Oversee** the project plan and track progress against deadlines
- ▶ **Deliver** status reports and manage project expectations
- ▶ **Manage** project schedules for on time store launches



*Our Implementation Project Manager kept us organized and on task, even when we had a change of plans and needed to launch earlier than expected. There is no way we could have launched without his help. He truly felt like an extension of our team.*

Will Knecht  
Wendell August Forge





# Solutions Architect

Utilize the expertise of a BigCommerce Solutions Architect who will work with you to map the right resources to the right systems, apps, and services so your store operates seamlessly.

A Solutions Architect is an advisor trained to navigate you through:

- ▶ The best migration path from your current platform to BigCommerce
- ▶ Implementing new systems like an ERP, loyalty program etc.
- ▶ Scaling the business (whether you're entering a new region, segment etc.)
- ▶ Solving technical roadblocks and recommending the best path forward



*The team at BigCommerce have been fantastic in helping us launch. We really appreciated the solution architect service which was invaluable - especially when it came to our bespoke 'guided selling' process that fully integrates with BigCommerce - and ensured we got the support and guidance needed to create this.*

Oliver Van Bilsen  
Shell New Motion





# Customer Success Community

With the Enterprise Customer Success Community, you'll have a team of trusted advisors who partner with you to understand your business strategy and recommend solutions to help you drive success.

The Customer Success Community Team will assist with:

- ▶ Best Practice Reviews & Coaching
- ▶ Platform Optimization Guidance
- ▶ Product and Key Release Highlights
- ▶ Strategic Business Reviews & Planning



*Our Customer Success Manager is key for helping us with the bigger picture, keeping us informed on roadmap updates, advocating for us, and bringing forward initiatives that we may not have thought of ourselves.*

Jenni Schneider  
Director of Sales and Marketing  
Capabilities, HMD Global



# Thank you!

