RPM TIERED PRICING

With the release of RPM 3.10, we are introducing a new tiered pricing model. This new tiered pricing introduces both new and improved functionalities, and simplifies the previous pricing model. For a breakdown of what each tier offers, see the table below.

	RPM Express (Free)	RPM Pro	RPM Advanced	RPM Enterprise
Concurrent Users Maximum umber of users who can access RPM at the same time	1	5	20	50 additional users available ($)
License Management Centralized management of Ross software product keys, including floating license allocation and offline checkout	✓	✓	✓	✓
DashBoard™ in the Web Host and run DashBoard CustomPanels and device UIs directly in a web browser	1 Device 3 CustomPanels	10 Devices 10 CustomPanels	50 Devices 100 CustomPanels	300 Devices 500 CustomPanels
Switcher Set Save/Recall Save snapshots of Ross switcher configurations (e.g., Carbonite, Acuity) and restore them instantly from RPM			✓	✓
Remote Xpression Deployment Deploy XPression software remotely to existing Windows machines			✓	✓
Visual Workflows Build operator-friendly control workflows			✓	✓
Device Access Control Define user roles and permissions to restrict who can access specific devices on DashBoard clients				✓
Single Sign-On Authenticate users through corporate identity providers using LDAP(S) or SAML				✓
High Availability Supports multi-node deployments with master-master synchronization. Requires load balancer. Ensures continuous uptime in enterprise environments				Up to 3 Nodes Load Balancer Sold Separately

Starting in RPM 3.10, a valid RPM product key is required to enable User Role Management. Without a licensed edition, RPM restricts access to the root (admin) user only, and no additional users can log in. The number of concurrent users allowed is determined by the selected RPM edition (e.g., 5 for Pro, 20 for Advanced, 50+ for Enterprise).

The selected RPM edition also controls limits for other features: For CustomPanel files in RPM, Express allows up to 3, Pro up to 10, Advanced up to 100, and Enterprise up to 500. For OGP devices permitted in RPM's Target Manager, Express allows 1, Pro up to 10, Advanced up to 50, and Enterprise up to 300.

The DashBoard-based device access control feature (RBAC) is exclusive to the Enterprise edition, and will not be available unless that edition is licensed. Customers that have already purchased this feature will retain access.

GETTING HELP

- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.

- During business hours (Eastern Standard Time), technical support personnel are available by telephone.

- After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.

  - **Technical Support: (+1) 613-652-4886**

  - **After Hours Emergency: (+1) 613-349-0006**