Dedoose Premier & Enterprise Account Offerings 2022

Premier Accounts
Overview
Dedoose Premier accounts are designed for larger groups and organizations requiring certain exceptional services—particularly SSO services. Where appropriate, these accounts can include:

- Up to 3 hours of custom security audits and reporting
- Up to 5 hours of expert Dedoose and/or methods consulting
- Custom user logging and reporting
- Designated account manager
- SSO integration*

Terms

Premier accounts require a minimum of 20 users, charged at $25 USD per user-month, and an initial one-year contract. Payment for the initial annual period will be required prior to the provision of any Premier-level services.

* For those looking for Premier level Support Services without SSO contact support@dedoose.com with the subject line "Premier level Support Inquiry".

Additional Support Services

A set of general and topic-specific training sessions are available to Premier clients, including:

- Dedoose orientation
- Dedoose project set up
- Project specific and other private Q&A sessions
- Descriptors—types and how to use them
- Analytic options
- Survey project management
- Preparing special data for imports
- Data filtering
- Advanced inter-rater reliability and team consistency building
- Coding strategies
- Collaboration features and strategies

Enterprise Accounts
Overview
Beyond Premier account offerings, Enterprise accounts include full wrap-around administrative and user support services, customization of technical system integration fit for organization needs, and a fully dynamic user management and billing system. Further, Enterprise clients have access to a much wider variety of online resources, access to a network of professional academic research consultants, train-the-trainer programs, and any other program or project-specific supports that can be arranged.

Terms

Enterprise accounts require a 5-year agreement and an initial set up payment equivalent to one quarter's minimum fees prior to provision of any Enterprise-level services.

- Year 1:
    o Full technical integration as per organizations needs
    o Immediate end-user system and support availability
    o Quarterly user activity reporting and invoicing based on actual activity in prior term.

- Years 2 and beyond:
    o Continued updating and maintenance of all technology services
    o Ongoing end-user system and other support access
- Continued quarterly reporting and invoicing
- Simple transition into a year-by-year agreement beginning in year 6.