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

- Years 2 and beyond:
  - Continued updating and maintenance of all technology services
  - 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.