



# PRICING TIERS & FEATURES

This guide explains the PepperDash Portal features that are available at each pricing tier to help organizations choose the level of support appropriate for their needs.

	<b>TRIAL</b> <b>\$0</b>	<b>SUPPORT</b> <b>\$30</b>	<b>SCHEDULE</b> <b>\$90</b>	<b>MONITOR</b> <b>\$180</b>	<b>MANAGE</b> <b>Contact Sales</b>
<b>Included Features</b>	Limit: 3 Systems	Per System/Year †	Per System/Year †	Per System/Year †	
Devices	✓	✓	✓	✓	✓
Projects	✓	✓	✓	✓	✓
Processes	✓	✓	✓	✓	✓
Action Items	✓	✓	✓	✓	✓
Milestones	✓	✓	✓	✓	✓
URL Files	✓	✓	✓	✓	✓
System Versions		✓	✓	✓	✓
Hosted Files		✓	✓	✓	✓
Email Notifications		✓	✓	✓	✓
Device Asset Info		✓	✓	✓	✓
External Links		✓	✓	✓	✓
Signage: Custom Workflows			✓	✓	✓
Signage: Data Control			✓	✓	✓
Signage: Brandable UI			✓	✓	✓
Control Apps Support				✓	✓
Read-Only UDM*				✓	✓
Device Compliance*				✓	✓
UDM Cloud Connections*				Limit 1	✓
Device Updates*					✓
Single Sign-On		Available ‡	Available ‡	Available ‡	Available ‡

\* Requires an Edge server  
 ‡ Contact Sales for pricing  
 † Minimum system counts apply

## PRICING TIERS

When it comes to AV Operations, every organization has unique requirements for their systems. That’s why PepperDash offers multiple pricing tiers for Portal. Many want full remote monitoring for all systems and use the Manage tier for everything. Others use the Manage tier for high-profile systems and lower tiers for the rest of their systems to accommodate a tighter budget. With this flexible pricing model, you can assess your needs in relation to your budget and select the most suitable feature set.

## SUPPORT

Systems in the Support tier have access to features that make it easier to define and enforce standards, create and track processes, and stay informed about the status of issues. Valuable features like project and team management, test processes, and action items are all available in the Support tier.

Examples include:

- Common areas such as pantries, cafeterias, and lounges
- Lobbies and reception areas
- Classrooms or offices with limited technology

## SCHEDULE

Systems in the Schedule tier require advanced scheduling integration. This tier includes all the features of the Support tier plus additional enhancements that improve scheduling integration, enable customized signage, and allow for advanced schedule awareness.

Examples include:

- Hoteling workstations
- Executive dining rooms
- Any room that requires scheduling

## MONITOR

Monitor is Portal's most popular pricing tier. Systems in this tier have access to all of the features found in the Support and Schedule tiers, plus live device monitoring, automated compliance reporting, and increased support for third-party applications.

Examples include:

- Audio & video conference rooms
- Classrooms and lecture halls with recording and/or conferencing capabilities
- Small auditoriums with advanced presentation features

## MANAGE

Systems in the Manage tier have access to all of the features in Portal, maximizing your investment with the most powerful feature set. These systems get access to everything in the Monitor tier, plus the ability to remotely resolve issues and configure devices directly from Portal.

Examples include:

- NOCs, SOCs, and head-end routing solutions
- Auditoriums, training facilities, and divisible spaces
- Executive boardrooms



### **| DEVICES**

Available in all pricing tiers, the Devices feature stores information about your devices in a central repository that you can make available to users as needed. You can review and edit device-specific information like support team contact information, warranty status, and asset tracking numbers. Files can be linked to devices, so team members can easily find user manuals or schematics. Devices can also link to external online resources like manufacturer support portals or configuration applications.

At the Monitor pricing tier and above, Portal automatically gathers live device data, and alerts if your devices go off line or if any settings don't match the compliance standards you define. You can also view the status of many ancillary devices at this tier. For example, Portal can tell you if a USB camera is connected to a codec or if a media transmitter is connected to a processor.

At the Manage tier, you can resolve discrepancies directly from Portal by pushing changes to devices. You can remotely assign passwords, update IP addresses, and edit device-specific settings like disabling auto-answer on codecs, all without connecting to devices manually.

### **| PROJECTS**

Available at all pricing tiers, Projects are used to track your AV Operations initiatives, from installation and upgrade efforts to ongoing operational and support tasks. Project-specific features like Milestones, Action Items, and Processes help teams communicate requirements and track the status of the overall effort..

### **| PROCESSES**

Available at all pricing tiers, Processes are used to create custom procedures for users to carry out. Processes can be assigned to specific users, or scheduled to recur on regular intervals. Users indicate steps that have passed or failed, and Portal creates a historical record of the outcome.

### **| ACTION ITEMS**

Available at all pricing tiers, Action Items are one-off tasks. These can be used to track punch lists, identify change requests, or communicate individual tasks that team members need to perform. Action Items can be prioritized, assigned to users, and scheduled for completion. Users can record detailed notes about Action Items, increasing visibility for all stakeholders, and formally documenting actions taken to resolve the issues.

### **| MILESTONES**

Available at all pricing tiers, Milestones are custom-made roadmarks in a project that can be grouped into phases, assigned to specific users, and assigned due dates. You can record your progress on these Milestones in Portal, improving coordination among internal and external project team members and providing visibility into the overall state of a project.

### **| URL FILES**

Available at all pricing tiers, URL Files are links to files stored outside of Portal. This makes it possible for organizations with specific regulatory restrictions or complex data storage policies to associate documentation with the correct systems and devices, without having to store resources on Portal directly.

### **| SYSTEM VERSIONS**

Available at all pricing tiers, System Versions are used to keep standards up to date. As standards change over time, new versions of system definitions are created. Systems can be updated on your timeline and associated with the new version as they are updated. This provides visibility to track which systems need to be updated and ensures that notifications and alerts are properly configured.

### **| HOSTED FILES**

Available at all pricing tiers, Hosted Files are files stored directly in Portal. These files can be associated with an individual system or device, or they can be associated with a template. When they are associated with a template, they will automatically be available in every system or device record generated from that template.

### **| EMAIL NOTIFICATIONS**

Available at all pricing tiers, Email Notifications can be sent automatically or disabled, according to your needs. These can be sent when Action Items change states or when a Process fails, or you can subscribe to a weekly project summary.

At the Monitoring tier and above, notifications can be sent when devices go offline or when settings no longer match previously defined values. For example, Portal can email you if a device is running the wrong firmware, is overdue for a password change, or has unsafe security settings.

### **| DEVICE ASSET INFO**

Available at all tiers, Device Asset Info is used to track additional information such as custom names or numbers to track inventory, warranty expiration data, support contact information, refresh cycle timelines, or procurement information.

### **| EXTERNAL LINKS**

Available at all tiers, External Links are links to platforms or web applications associated with particular systems or devices. For example, a Zoom Room can be linked to its configuration page in Zoom's web portal, a processor might be linked to a manufacturer's page where you can find the latest firmware, or a codec can be linked to its admin configuration page.

### **| SIGNAGE: CUSTOM WORKFLOWS**

Available at the Schedule tier and above, Custom Workflows allow organizations to customize scheduling configurations on a room-by-room basis. When enabled, organizations can determine the reservation durations available on each room's scheduling panel, decide which scheduling panels can make reservations and which ones can only display schedules, etc.

### **| SIGNAGE: DATA CONTROL**

Available at the Schedule tier and above, Data Control provides flexibility to manage the information displayed on scheduling panels. Participant names, the meeting subject, and other details can be concealed on the scheduling panel to meet HIPAA or other privacy requirements. Custom information can be added for public events, like wine tastings or special guest presentations.

### **| SIGNAGE: BRANDABLE UI**

Available at the Schedule tier and above, Brandable UI can tailor certain aspects of the look and feel of your scheduling interface. You can use this to change backgrounds, update logos, or display custom welcome screens depending on how your scheduling panels are configured.

### **| CONTROL APPS SUPPORT**

Available at the Monitor tier and above, Control Apps Support provides the ability to launch specific control applications for a specific room or device. For example, Portal can launch an XPanel for a room, so rather than using a separate application to find the required links, they can be associated with the appropriate system in Portal and launched directly from that system's overview page.

### **| READ-ONLY UDM**

Available at the Monitor tier and above, Read-Only Unified Device Management (UDM) provides the ability to continuously monitor the devices in a system. UDM can track when devices go offline, when a configuration change is made, when a password is due to be updated, or when a configuration setting does not match its expected value and notify you accordingly.

### **| DEVICE COMPLIANCE**

Available at the Monitor Tier and above, Device Compliance is used to define how devices should be configured. With this feature, you can choose from a list of configuration settings and decide which settings need to be configured in a specific way in order for a system or device to be considered compliant. This helps ensure even the most granular standards are maintained throughout the organization, and simplifies communicating those standards to internal and external staff alike. Maintaining standards helps organizations streamline support, reduces the cost of ownership, and makes it easier to update systems in the future. If email notifications are enabled, you will be alerted when a device goes out of compliance.

### **| UDM CLOUD CONNECTIONS**

Available at the Monitor tier and above, Unified Device Management (UDM) Cloud Connections provide live monitoring information about devices using a manufacturer's cloud-based API. For example, Portal can use the Zoom Cloud API to provide information about the Zoom-Cloud-Connected devices in a system. This gives cloud-only organizations access to the benefits of UDM without requiring an on-premises server. It also expands the troubleshooting toolkit for hybrid organizations by combining on-premises data with cloud-based insights. With UDM Cloud Connections, IT teams can compare and contrast data sources to diagnose issues faster, ensuring a more resilient and optimized AV infrastructure.

### **| DEVICE UPDATES**

Available only at the Manage tier, Device Updates enable you to remotely push configuration changes from Portal directly to devices. If a port assignment needs to be changed, or a password needs to be reset, you can make those changes remotely in Portal and then push them to devices without stepping into the room. Some changes, like password updates, can be performed in bulk. If your organization has password aging policies that require regular a rotation schedule, you can define a new password, and then push that new password to all of the appropriate devices at once instead of physically entering every room and manually connecting to each device.

### **| SINGLE SIGN-ON**

Available at every tier, Single Sign-On integrates with your SSO applications, reducing the need to maintain individual user credentials and increasing your organizational security.

Let us know if you have questions, want a demonstration,  
or would like to schedule a consultation.

Start a conversation today by visiting  
[PepperDash.com/get-in-touch](https://PepperDash.com/get-in-touch)