

Leasing verses “Buying” software Using OPRA Servers and Support

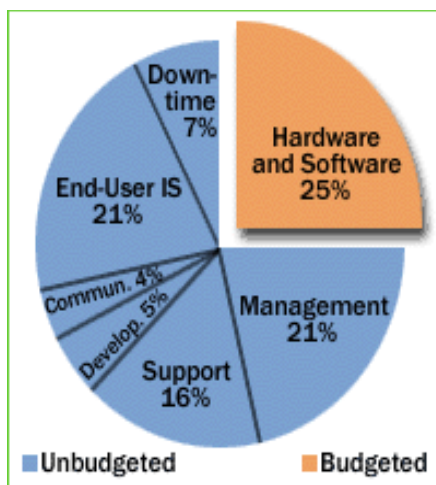
“Cheap computer technology ain't necessarily cheap. When evaluating what something will cost to purchase, are you giving any thought to the total cost of owning it? What will it cost you to use it? Maintain it? Repair it? Upgrade it? Will end users adopt it? Will they spend all of their valuable working time playing with it? Fighting with it? Complaining about it?”

- Floyd Piedad, Author: “Total Cost of Ownership: Principles & Practical Applications”

OPRA significantly reduces the **“Total Cost of Ownership”** by relegating much of those costs to OPRA. Traditionally, deploying applications meant the purchase of servers, database software, platform software, the application software itself and budgeting significant IT human resources for data conversion, installation and implementation. Sometimes enterprises also employ high priced “Consultants” to advise them on each step. Once the application was actually installed then the hidden cost began to emerge. The hidden costs include user support, application, platform and other software upgrades, IT support, backups and server management and user training. **After all that, most software “owners” realize that they didn’t “own” the software anyway** and never did. All commercial software is transferred via a user agreement prohibiting distribution, alteration or in most agreements, installation without paying more. Therefore as technology marches on, the licensee must continually buy upgrades and new versions or more options.

OPRA, eliminates the time and cost associated with installing, administrating, and supporting applications. Since the application is hosted remotely and supported by OPRA, there will never be any hardware or software to purchase, update or maintain and no sales tax added to anything - now or ever. Nor will you have to maintain databases or install upgrades. The total maintenance of your application is handled by OPRA 24/7 and is always up to date for a remarkably low monthly cost while freeing up your scarce technical personnel for other tasks.

Not only is the technical side of maintaining your CMMS handled by OPRA, but so is the support side - helpdesk and support costs are therefore cut significantly. And with every user on the same, most up to date version of the application, costs related to supporting outdated versions are gone forever.



Overall, the total cost of software provided through an ASP is typically around 40% of comparable installed solutions. Depending on your establishment's demands, the overall savings may be even more dramatic. OPRA gives its' customers access to all the functionality of a sophisticated, high-end application, and does so at a price they can actually afford.

Microsoft estimates the initial hardware and software costs to be 1/4 of the total cost of ownership.

From 1996 - 2001 about 50% of our clients used their own servers and 50% utilized ours. Today (2006) almost all OPRA clients have transferred to OPRA servers for the COST OF OWNERSHIP issues raised here. Only 10% of our clients continue to utilize their own servers, and most of those plan to transfer this year.

WHY? (see next page)

How does OPRA reduce your TOTAL COST OF OWNERSHIP?

Since OPRA is an online service, there is no software or hardware to install, buy, support, or upgrade. A web browser and an Internet connection is all you need to start using OPRA.

Total Cost of Ownership 3 years	Purchased CMMS Software 3 years	OPRA – ASP Model 3 years
Student ADA	11,000	11,000
CMMS License Work Order Module	\$10,000-\$70,000	\$11,500
OS and database license	\$1,000 - \$5,000	\$0.00
Servers	\$2,000 - \$6,000	\$0.00
Sales Tax (8%)	\$1,040 - \$6,400	\$0.00
Implementation	\$1,000 - \$10,000	\$2,500
Software Maintenance Agreement	\$3,000 - \$15,000	\$0.00
IT Personnel Support	\$50,000 - \$100,000	\$0.00
Training Cost (Admin)	\$2,000 - \$6,000	Included
Training Costs (End Users)	\$1,500 - \$6,000	\$0.00
Totals (\$)	\$70,040 - \$224,400	\$14,000 over 3 years
Savings (%)	0%	80% - 93% less over 3 years

With OPRA there are no PER "SEAT" or PER "USER" fees - We don't want to restrict your ability to communicate and be creative with your OPRA tools. Further, there are no restrictions on how many service departments may utilize OPRA at your sites. M&O, IT, Transportation, Food Service and others can set up their own independent departments and use OPRA for a variety of service requests from your staff or customers.

OPRA is I.T. department neutral

- There is zero stress on the I.T. department's workload in deploying OPRA Internet modules on our 24/7 monitored servers.
- In fact, I.T. and other departments can use the OPRA Work Order Module for their own service requests.

OPRA provides expertise

- Being the first in the world to deploy a 100% Internet/Intranet based Work Order System back in 1996, OPRA staff have more experience than anyone with these types of Internet based applications.
- We bring years of experience to the table when it comes to consulting and guidance. OPRA customers know that they did not just “buy a software program”. Our customers enjoy the benefits of our accumulated expertise and knowledge when it comes to advising you on industry “best practices”, training, deployment and support.

OPRA provides set up guidance

- Business rules and operational requirements vary from client to client. OPRA's flexible "FUSEBOX" approach to features assures that OPRA is configured to suit your needs. Need a particular function or custom module built - just ask.

OPRA provides ON-SITE or ON-LINE training

- It is our interests to get you up and trained as fast as possible. Included in all of our quoted prices is an estimated amount of training days that are included. Note that this is days not years, months or weeks. We built the system to be intuitive enough to make training a secondary issue. When we leave your site - you are OFF PAPER and ON-LINE!

OPRA provides support

- You can call our toll free number 800-545-4888 and talk to a real live person. Current training materials are always available on line in PDF format and we also have streaming media training movies and "quick reference sheets" on line.

OPRA provides updates

- OPRA modules have been built by listening to our customers. Input from users in the field has resulted in the most comprehensive suite of useful and easy-to-use modules within the industry. The research and development effort to improve and enhance never stops - and you benefit from this commitment.

Most importantly OPRA provides the quickest pathway to implementing an eloquent and intuitive solution for you without going through weeks, months or years of frustration and analysis. Our philosophy is: "If a system is not easy to use - it's not worth using". Please check our web site at www.opra.net or call us at 800-545-4888 for more information. We'll get you up and running tomorrow.