Software

Needles is sold on a per-user basis. There is no limit to the number of users that can be purchased.

$495 per user
Support is $30 per user, per month

Please refer to the Needles Tech Specs for hardware and software requirements.

Annual Support

Needles has a longstanding reputation in the marketplace for offering unparalleled support. Your support agreement with Needles includes many valuable features including: access to the Needles support team, all upgrades and revisions to the Needles software program, access to client UserGroup meetings and seminar events, and login information for the "client only" section of www.needles.com (which contains technical information, Best Practices for case management software, instructional videos, and much more).

The purchase of one year of support is required. After the first year, Needles support will be billed quarterly.

Implementation/Training

Needles has developed an implementation/training curriculum and ongoing support to walk your firm through each step of the case management journey. In order to ensure that your system is properly set up and the correct procedures for handling information are put in place, each new Needles client must undergo initial training and implementation with a Certified Needles Training Consultant. Your initial training may be conducted in person at your office, at our state-of-the-art Training Facility in Baltimore, or online via Webex. If you choose to conduct training onsite at your office, expenses for the trainer's travel, lodging, meals, etc. must be paid and are additional. Based on the size of your firm and the estimated complexity of your system design, the minimum number of training days and the method of recommended training will vary and will be at the discretion of the Needles Director of Training. The training rate is $960 per day. The following numbers are estimated minimum requirements:

| Initial Training | 1-5 Users | 3 Days = $2,880 |
|                 | 6-10 Users | 4 Days = $3,840 |
|                 | 11-20 Users | 5 Days = $4,800 |
|                 | 21-40 Users | 6 Days = $5,760 |
|                 | 41+        | Recommended # of days vary |

Needles must be installed and tested prior to the trainer's arrival. Ongoing, advanced training is encouraged and is available at our training facility in Baltimore, onsite at your office, online via WebEx, or at one of our client seminars. Advanced training is available at a rate of $120 per hour. Prices are subject to change without notice. Please refer to the Needles cancellation policy.
### Site Information

Firm Name: 

Address: 

City: ______________ State: ___________ Zip: ______________

Phone: ______________ Fax: ______________ E-mail: __________________

Main Contact Name: ___________________ Title: ___________________

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### Payment Schedule

1. At least fifty (50%) percent of total purchase price is to be paid on signing of the Order Form.
2. Balance of total purchase price is due in 6 weeks or prior to initial training, whichever comes first.

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### Price Calculations & Method of Payment

- Number of Users: ____ = Needles Price: ____________
- One Year of Support: ____________
- Days of Implementation/Training at $960 per day: ____________
- Data Conversion: ____________
- SAP Sybase (required): ____________
- NY/FL Tax: ____________

**Trainer’s expenses are additional**

**Total Purchase Price:** ____________

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**I have read the “Needles FAQs” _____ (Please Initial)**

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### Signatures

Signed: 

Print Name, Attorney

Firm Name: ___________________ 

Signature

Date: ___________________
Frequently Asked Questions

You may find the following Frequently Asked Questions helpful as you review the agreement. As always, please feel free to contact us with any questions. We are here to help you have a successful implementation and a long, satisfying relationship with Needles!

How is the Needles System Sold?

Needles software is sold on a concurrent licensing basis. Concurrent licensing allows a group to share a fixed number of licenses. Needles can be installed on any number of computer stations provided that the actual usage of Needles does not exceed the number of licenses owned. The purchase of Needles licenses is a one-time charge. There is no penalty for adding licenses as your firm grows and your staff needs change. Each Needles system includes one database.

How Does Training Work?

The implementation of your Needles program and your relationship with your trainer begins immediately upon becoming a client. Your firm will receive a welcome letter and a call from our Needles Implementation Specialist. We will match your firm with an appropriate Certified Needles Training Consultant. This trainer will become instrumental in the implementation of the program at your office. Your initial training will cover the topics included in the Basic Training Agenda. The Data Entry Training is the only session where every staff person should participate; the remainder of the agenda will involve a key group. Trainers work during your firm's regular business hours Monday through Friday.

Ongoing training and a continued relationship with your Needles trainer is the key to successful use of the program and increased efficiency and profitability for your office. We encourage our Needles client firms to expand their use of the program beyond the basics. We offer new employee training, advanced training, document coding training, user-defined report writing training, and much more. In addition, the Needles program offers a comprehensive user manual and an array of seminars and other educational opportunities. Training is available at your office, at our office, or online.

Please visit our website for an overview of our training options.

What Do Trainer's Expenses Include?

Expenses will include (when applicable) car rental, transportation, hotel, parking, meals, tips, and fares. We use the US GSA Per Diem Rates as a standard. If travel to your location requires airfare, the trainer will discuss the cost and their arrival and departure options with you prior to finalizing their travel plans. In most cases, it is practical to have the firm make hotel arrangements, as you know the proximity to the office. The trainer’s travel expenses are the responsibility of the firm. Online trainings do not incur any trainer expenses.

What Should I Do Prior to My Training?

Your firm is responsible for installing and testing Needles and SAP Sybase on the network before training begins. Your assigned trainer will review your implementation schedule and advise you of tasks that need to be completed prior to training.
**Frequently Asked Questions**

**What is SAP Sybase and Why Do I Need It?**

Needles is a client/server application that runs alongside the SAP Sybase SQL Anywhere Database Engine. SAP Sybase is an inexpensive and simple, yet powerful, relational database management system (RDBMS). It delivers high-speed performance without the need for an onsite database administrator. For your convenience, we have provided a line item for the price of SAP Sybase on our Price Quote (page 2). SAP Sybase is required for Needles to function.

**What Does My Support Cost Cover?**

Needles Support allows your firm free Needles software upgrades, patches, and new releases. It also gives your firm (and your firm’s IT consultants) access to the Needles Technical Support Team, access to the Clients Only section of the Needles website, access to Needles Client UserGroup Meetings, access to the Needles Client Wishlist Request, and the ability to schedule additional training with Certified Needles Training Consultants. The cost of the first year of support is included with the Price Quote (page 2). After the first year, Needles Support will be billed quarterly. Your support cost does not cover the cost of SAP Sybase upgrades.

**What is a Data Conversion?**

A data conversion is the process of moving as much of your firm’s current case management data as possible into the Needles Case Management Database. A properly planned conversion allows your firm to take advantage of all the features and benefits of Needles while still maintaining information you currently use and need. Needles Case Management Software employs a team of dedicated Conversion Specialists who make it their job to ensure that data from other programs moves into Needles as seamlessly as possible. There are several conversions options, ranging from a simple names drop to a very individualized mapping of data between the two programs. Each conversion option is subject to a review of your firm’s data before work begins, and the price of a data conversion will vary based on the complexity of the firm’s current data and the type of conversion chosen.