

Costs & benefits of ReporterBase

ReporterBase offers RB office management systems and on-line services on a subscription basis. This guide is designed to help you decide what to rent for your business.

First step: Free consulting

We offer free consulting to help you decide what will work best for your business and how to implement it. We won't pressure you to buy RB products or services. Every business is unique, so before selling you a product or service, we will consult with you on what your needs are. Based on our 30 years of developing legal support firm software, we will recommend purchases based on what we believe best serves your business needs.

After a purchase, we make recommendations on implementation. We believe our clients' success is our success, and our decades in the business plus our customers' loyalty attest to the validity of our philosophy. We have the largest installed customer base in the court reporting office management field, and clients from 30 years ago still use RB.

Training & support

Before using RB8, we offer three free one-to-one remote training sessions covering set-up and basics. To further ensure a successful installation, RB users can also access free training videos and user guides on our website. Additional training and consultation are available for additional fees. For more information on RB8 training, visit our website.

An RB subscription includes standard support and product upgrades. You can upgrade to premium support for an additional monthly fee. For detailed information about your support options, download the Support PDF from our website.

Run your business for a low monthly price

The basic RB office management system includes the RB Server, which contains your RB database, and one user license. Standard support is included. You can add or subtract users each month, and cancel anytime. So if your business is cyclical, or you will temporarily need more user licenses for a big case, you can ramp up when needed and not be stuck with extra capacity (and increased overhead) when you don't.

You can choose to host the RB Server on your own server and maintain the hardware and software needed to run the system yourself. Or you can choose RB8 Cloud, which runs your RB8 Server on Microsoft's Azure cloud platform, eliminating the need for your own server software and hardware — and the IT personnel to maintain it.

If you host your own RB8 system, you will also need to maintain your own file repository, either on in-house machines or on a 3rd-party cloud platform. RB8 Cloud includes cloud storage for your repository with a tiered pricing system.

RB subscriptions are paid by automatic credit card payments only.

Extend your RB8 system with plug-ins

RB Web: Gives clients, resources and others convenient, secure access to your RB office online. It is available on a subscription basis only. Registered users can access their calendar and account activity, online transcript and case repositories, online forms for order and turning in jobs, and e-commerce for online payments, including COD invoices. (RB Web comes with its own set of optional plug-ins, such as mobile apps for smartphone access. Download the RB Web Product overview from our website for details.)

RB8 Tracking: Monitor jobs as they move through your production workflow. Track transcripts, exhibits, video, etc., so you always know the current status. Download the RB8 Tracking Plug-in PDF from our website for details.

RB8 Reward Points: Use this RB8 plug-in to track your revenue by individual contacts instead of firms. You can also let them earn redeemable points as in an airline mileage program. Download the RB8 Points Plug-in PDF from our website for details.

Custom reports for your business

If you can't find the exact report you need in RB8, we can program one for you. All reports in RB8 are written in *Crystal Reports 10*, the highly rated report building tool, which is what we also use for writing custom reports.

The base rate for custom programming is \$2,000. Depending on complexity, the actual rate charged may be higher. There is also an annual fee of 15% of the custom programming total for maintaining your custom code, plus you must be on Premium support for as long as you use the custom programming.

Maintaining your custom code entails training our staff to support it and making sure your report stays compliant with RB system updates. Every time we create an update to RB8, we have to ensure that it doesn't affect your custom report.

Before writing any custom code, we provide you with a complete estimate of charges based on your written requirements.

Costs & benefits of RB8 — continued

REPORTERBASE SYSTEM & OPTIONS COSTS

Whatever combination you choose, you get a 30-day money-back guarantee on RB and RB Web.

RB8	Subscribe	Cloud
Legal Support Firm Software	\$150/month for one user, plus initial installation fee of \$250 and optional charge for data conversion ¹	\$250/month for one user, plus initial installation fee of \$250 and optional charge for data conversion ¹
Additional user licenses²	\$40/month for each additional user	\$60/month for each additional user
Repository storage³	You provide your own storage	100GB included \$50/month to increase storage to 500GB, then \$50/month additionally for each additional 500GB
Standard maintenance plan	included	
Premium maintenance plan	\$50/month	
Payment options	automatic credit card payment only	
RB Web plug-in⁴	\$220/month (1st month free) plus \$250 set-up fee	
RB tracking plug-in	\$50/month	
RB8 reward points plug-in	\$50/month	

1. For the initial installation fee, we set up RB8 on your main computer (RB8 Subscribe) or in the cloud (RB8 Cloud). [Check System Requirements on our website to see if you are ready for RB8.] Optional data conversion fee varies depending on how much data you want converted and what system you are converting from. Contact RB Sales for details.
2. You only need as many user licenses as the number of users who will be accessing your RB server (software and database) at the same time. Users accessing their online offices through RB Web, RB Web Mobile On™, or RB Web Mobile Apps are not included, nor do you need a user license for every workstation or laptop in your company. You can install RB8 on as many computers as you like, the RB server only counts how many are accessing it at a time. So, for example, if you install RB8 on your desktop computer and your laptop, but only use one or the other at a time, you only need one user license to cover both machines.
3. If you have RB8 Subscribe, you set up your own repository storage hardware or rent 3rd-party cloud storage. If you have RB8 Cloud, 100GB of cloud storage is included in the monthly system fee. You can add more storage as needed. For \$50/month, you can increase your RB8 cloud storage to 500GB. Additional storage is available above 500GB for an additional \$50/month per 500GB.
4. Download the RB Web Product Overview PDF from our website for information about RB Web and its optional plug-ins: RB Web Mobile On™, RB Web Mobile Apps, My Reward Points, Client Of/Sales Rep, Repository Full-Text Search, Repository Annotation, and Media Streaming.



ReporterBase

For more information about RB8 and RB options, please contact RB Sales:

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ReporterBase firm software and services, which includes RB8 office management software for legal support firms and RB Web online offices, are developed and produced by OMTI, Inc., a privately held corporation. For more information, visit www.omti.com.



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