



OPTIONAL SERVICES · V5 ULTIMATE

Help when you want it. Ranges in the open.

What each optional V5 service covers, what makes a project simpler or more involved, and what to have ready so we can quote accurately. Your subscription is separate and is not changed by any service.

7 OPTIONAL SERVICES

INDICATIVE USD RANGES

QUOTED IN WRITING

Two different kinds of cost

Your subscription and optional services are billed separately. Buying a service never changes your seat price, and you can use V5 without buying any service.

RECURRING

Your subscription

Priced per concurrent seat, in three tiers: Express, Professional and Enterprise. Any authorised user can sign in, up to the number of seats you buy. What each tier includes and current seat prices are on v5ultimate.com/pricing.

ONE-OFF, OPTIONAL

Services in this guide

Hands-on help from our team for setup, integration, migration, reporting, on-premises installation and validation. Each is quoted in writing once scope is agreed; the ranges below are indicative.

02 · AT A GLANCE

02

Seven optional services

Indicative US dollar list prices. The pricing page also shows them converted for your region.

SERVICE	RANGE (USD LIST)	BILLED	AVAILABLE ON
Guided setup & training	US\$2,500 – US\$10,000	one-off	Any plan
ERP / MES / LIMS integration	US\$4,000 – US\$20,000	per integration	Professional & Enterprise
Custom reports & dashboards	US\$1,500 – US\$8,000	one-off	Professional & Enterprise
Migration from legacy QMS / MES	US\$5,000 – US\$25,000	one-off	Professional & Enterprise
On-premises install (Linux)	US\$5,000 – US\$12,000	one-off	Enterprise only
On-premises install (Windows, non-regulated)	US\$4,000 – US\$9,000	one-off	Enterprise only
GxP validation — Windows-native	US\$10,000 – US\$25,000	one-off, plus written support agreement	Enterprise only

Your actual fee is set in a written quote. Anything not listed under a service is out of scope unless that quote says otherwise.

CHOOSING AN ON-PREMISES OPTION

- **On-premises install (Linux)** — V5 in a Linux virtual machine on Hyper-V, VMware, Nutanix or Proxmox, installed by our team. Enterprise only.
- **On-premises install (Windows, non-regulated)** — V5 in a Linux virtual machine on your Windows Server Hyper-V host, for plants that do not need GxP validation.
- **GxP validation — Windows-native** — only where a regulated plant requires Windows Server itself as the direct host rather than a Linux virtual machine.

What each service covers

For each service: when it helps, the scope we agree with you, what tends to keep the price towards the lower or higher end of its range, and what to have ready.

SETUP

US\$2,500 – US\$10,000

one-off · Any plan

Guided setup & training

You want us to configure V5, import your data and train your people, rather than doing it yourself.

SCOPE TO AGREE

- A workshop to agree how V5 is configured for your site
- Importing your items, recipes/BOMs, suppliers and users
- Training for operators and QA, remotely or on site
- Support during your go-live period, as agreed in the quote

USEFUL TO HAVE READY

- Nominate an owner who can make configuration decisions
- Clean exports of items, BOMs, suppliers and users
- A list of the people and roles to be trained

TOWARDS THE LOWER END

- One site with a small number of lines and users
- Clean, consistent data exports
- Remote training for a few groups

TOWARDS THE HIGHER END

- Several sites or many lines to configure
- Data that needs cleaning or merging first
- On-site training for many shifts or roles

INTEGRATION

US\$4,000 – US\$20,000

per integration · Professional & Enterprise

ERP / MES / LIMS integration

You need V5 to exchange data with SAP, NetSuite, Dynamics, SYSPRO, Sage, Oracle or a custom API — anything beyond CSV import. Each connected system is quoted separately.

SCOPE TO AGREE

- Agreeing which fields map between the systems and how values convert
- Syncing the records you choose (for example items, orders, receipts, postings) in the agreed directions
- A queue that holds failed messages so they can be retried
- Acceptance testing in a test copy (sandbox) of your system

USEFUL TO HAVE READY

- Access to a sandbox or test instance of the other system
- A named technical contact for that system
- Examples of the records to be synchronised

TOWARDS THE LOWER END

- A cloud system with an existing, documented API
- A few record types moving one way
- A technical contact who can grant access quickly

TOWARDS THE HIGHER END

- A self-hosted, older or heavily customised system
- Many record types syncing in both directions
- No existing API, or restricted access

REPORTING**US\$1,500 – US\$8,000**

one-off · Professional & Enterprise

Custom reports & dashboards

You need measures beyond the reports V5 ships with — board packs, regulator views or customer scorecards.

SCOPE TO AGREE

- A workshop to agree the specification, with mock-ups to review
- Reports built on V5's live data rather than exported copies
- Delivery options agreed in scope
- A handover so your team can adjust reports later

USEFUL TO HAVE READY

- Examples or sketches of the reports you use today
- Definitions of each measure
- A reviewer who can sign off the mockups

TOWARDS THE LOWER END

- A few reports using measures V5 already records
- One audience and one delivery method
- Existing examples to copy

TOWARDS THE HIGHER END

- Many reports or audiences
- New measures to define first
- Several delivery routes or formats

MIGRATION**US\$5,000 – US\$25,000**

one-off · Professional & Enterprise

Migration from legacy QMS / MES

You are leaving MasterControl, TrackWise, Veeva Vault, Qualio, ETQ, Greenlight Guru or a home-grown system.

SCOPE TO AGREE

- Extracting data from your current system and analysing its fields
- Moving the documents and records agreed in scope; how history is migrated or archived is agreed during scoping
- Mapping users, roles and signature meanings
- A cutover plan with a way back if needed

USEFUL TO HAVE READY

- An export (or export access) from the current system
- A decision on which records are in scope
- A preferred cutover window

TOWARDS THE LOWER END

- A system with a good export
- A limited set of current documents and users
- History archived rather than migrated

TOWARDS THE HIGHER END

- No standard export from the old system
- Large volumes across many record types
- History that must be carried across

ON-PREMISES**US\$5,000 – US\$12,000**

one-off · Enterprise only

On-premises install (Linux)

You self-host on Hyper-V, VMware, Nutanix or Proxmox and want us to run the install. Your IT team can also run it themselves with no service fee.

SCOPE TO AGREE

- Running the V5 installation runbook on your Linux virtual machine
- Secure web access (TLS certificates, reverse proxy), secure storage of passwords and keys, and single sign-on
- A backup and restore test, and a health check confirming the system responds
- Handover of installation documentation; whether the standard IQ/OQ pack applies is confirmed in your quote

USEFUL TO HAVE READY

- A provisioned virtual machine that meets the published on-premises specification
- Certificates, DNS and firewall changes arranged by your IT team
- An IT contact with admin access during the install

TOWARDS THE LOWER END

- One environment on a supported hypervisor
- A common single sign-on provider
- Normal outbound network access

TOWARDS THE HIGHER END

- Separate test and production environments
- Unusual sign-on or certificate arrangements
- Restricted or air-gapped networks

ON-PREMISES**US\$4,000 – US\$9,000**

one-off · Enterprise only

On-premises install (Windows, non-regulated)

A non-regulated plant standardised on Windows Server wants V5 installed and hardened in a Linux virtual machine under Hyper-V.

SCOPE TO AGREE

- Installing and tuning V5 in a Linux virtual machine on your Windows Server Hyper-V host
- Secure web access (TLS certificates, reverse proxy), secure storage of passwords and keys, and single sign-on
- A backup and restore test, and a health check confirming the system responds
- No GxP validation (for non-regulated plants)

USEFUL TO HAVE READY

- A Hyper-V host with capacity for the Linux VM
- Certificates, DNS and firewall changes arranged by your IT team
- An IT contact with admin access during the install

TOWARDS THE LOWER END

- One environment on a current Hyper-V host
- A common single sign-on provider
- Normal outbound network access

TOWARDS THE HIGHER END

- Separate test and production environments
- Older Windows Server or Hyper-V versions
- Restricted networks

GxP validation – Windows-native

one-off, plus written support agreement · Enterprise only

A regulated (GxP) plant requires Windows Server itself as the direct host, instead of V5 running in a Linux virtual machine.

SCOPE TO AGREE

- Installation and operational qualification (IQ/OQ) documents written for a Windows Server host
- A separate test run, traced back to your requirements
- A written agreement on how support applies to this non-standard setup
- Evidence to support your 21 CFR Part 11 assessment; your quality unit approves its own validation

USEFUL TO HAVE READY

- Your validation master plan or procedure
- A named quality approver
- Windows Server hosts prepared to your standard

TOWARDS THE LOWER END

- One environment to validate
- A validation procedure with clear, existing templates
- Hosts already prepared to your standard

TOWARDS THE HIGHER END

- Several environments to validate
- Custom test-script or traceability formats
- Multiple review and approval rounds

04 · BEFORE YOU ASK FOR A QUOTE

04

Checklist for an accurate quote

- Which services you are interested in
- Your plan, or the plan you are considering (some services need Professional or Enterprise)
- Number of sites and roughly how many users
- Cloud or on-premises — and for on-premises, your hypervisor or host
- Other systems involved (ERP, legacy QMS/MES, single sign-on) and whether you have test access
- Whether your site is GxP-regulated and what your validation procedure requires
- Any date you are working towards

Discuss your project

Tell us which services you are considering, using the contact form on our pricing page.

DISCUSS YOUR PROJECT →

v5ultimate.com/pricing#contact

This guide gives indicative ranges only. It is not an offer, and no service, timeline or outcome is committed until a written quote is agreed.
© 2026 SG Systems Global.