

EMIS 360

Service Plans



	STARTER	BUSINESS	PROFESSIONAL	ENTERPRISE
Invoices per month	200	1,000	5,000	Custom
File upload	Manual + Batch	API + CSV + Batch	API + CSV + Batch	API + CSV + Batch
Support	Email (Business hours)	Email (Business hours)	Priority Email (Business hours)	24/5
Unlimited users	✓	✓	✓	✓
Reporting & analytics	✓	✓	✓	✓
Sandbox/test environment	✓	✓	✓	✓
Audit logs	✓	✓	✓	✓
Data retention	7 years	7 years	7 years	7 years
API Integration access	✗	up to 1	up to 3	Unlimited
B2C Customer Portal	✗	✗	Add-on	Add-on
Role-based access control	✗	✗	✗	✓
Deliver	1 - 3 business days	1 - 3 business days	1 - 2 weeks	1 - 2 weeks
Onboarding Package*	Basic	Basic	Standard	Standard

*Onboarding Upgrade

✓ Standard

✓ Premium

✓ Standard

✓ Premium

✓ Premium

✓ Premium

Note:

Fair use and API rate limits apply to each plan. Specifications are subject to change.

EMIS 360

Onboarding Package



	BASIC	STANDARD	PREMIUM
Timebox	1 - 3 business days	1 - 2 weeks	2 - 4 weeks++
Who gets it	All tiers	Professional & Enterprise	Optional upgrade for any tier
Delivery	Remote sessions + email	Remote sessions + email	Dedicated specialist + scheduled sessions
Tenant, Company profile details, IRBM setup, document numbering	✓	✓	✓
Access to knowledge base	✓	✓	✓
Training	✗	<ul style="list-style-type: none"> Configuration workshop (90-min) 1 x group training (60-90-min) 	<ul style="list-style-type: none"> Configuration workshop (90-min) 1 x group training (60-90-min) 2 x tailored training
Integrations	✗	Guidance up to 1 connector	Hands-on assistance for up to 3 connectors
Data migration	✗	Template & checks	Assisted import
Testing/UAT	1 sample invoice (sandbox)	Test plan template + review	Facilitated UAT with defect triage
Support	Email (Business hours)	Email (Business hours)	Priority channel + scheduled sessions
Success Criteria	<ul style="list-style-type: none"> Sandbox invoice accepted by IRBM Basic Configuration complete 	<ul style="list-style-type: none"> Pilot invoices signed off Go-live checklist & window (2 biz days) 	<ul style="list-style-type: none"> Hyper-care support to go-live (5 biz days) Exit report

*Upgrade Available for



STARTER

BUSINESS

STARTER

BUSINESS

PROFESSIONAL

ENTERPRISE

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