Sycle.net - Custom Export Fees

A recent customer decided to upgrade from Sycle.net to HearForm software. Naturally, the customer wanted to transfer as much of their Sycle data as possible to HearForm. Sycle allows a very basic "Database Backup" option under their Administration section. They also provide the ability to export some, but not all of the financial data through the reports module.

Because Sycle does not make it possible for its customers to export all financial table data, the customer contacted Sycle.net support and asked how they might save the following 3 basic fields…

- payment type
- line item
- invoice number

After a series of email exchanges, regarding their simple request, the customer forwarded us the concluding response from Sycle.net support…

----- Forwarded message [**From customer to HearForm, after receiving Sycle.net response**] ----

From: (Name withheld for privacy reasons. The practice is a nonprofit organization.)

To: HearForm

Date: Sat, Oct 18, 2014 at 2:32 PM

 "We have our answer... I was expecting expensive, but this is over the edge." *Practice Administrator*

-------- Original Message [**from Sycle.net support desk to customer**] --------

Subject: [CASE: 65255] SYC-6361 - PC2033-Custom Report SOW

Date: Fri, 17 Oct 2014 17:32:32 -0400

From: Dan Sellers Support@sycle.net

Hey ********,

I called and left you a message yesterday, they [Sycle engineering team] came back with an answer.

Unfortunately, building a query is not what we would have to do in this particular scenario.

The engineering team would build a custom report that would be accessible only in your clinic. To do this, it would cost approximately **$5,000+ minimum**.

Continued…

A breakdown is @ $150/hour

1. 15-20 hours of development time
2. 10-15 hours of QA
3. Then there would also be other associated fees which I was not given a breakdown of, but can get if you would like a full on formal SOW.
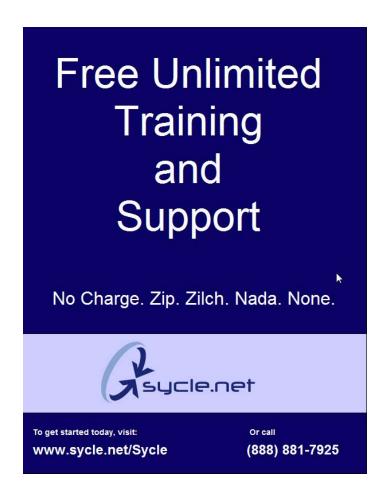
I apologize that we cannot be more accommodating. I am actually surprised by the numbers they came back with.

I understand that this will probably not be a viable option, but I did put in a feature request on your behalf, as we have nothing currently that reflects payment type, line item, and invoice number. Let me know if there is anything else that I can do for you. Have a great weekend! Thank you for your business!

Dan Sellers, **Customer Experience Representative** 1-888-881-7925

Ask Sycle if helping you to save your hard earned patient data counts as "Support".
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