

How to Order an Alcatraz Solution

Every Alcatraz order follows four steps. Before building an order, confirm the deployment model — Cloud, Cloud Enterprise, or On-Premise. All RockOS and Rock Cortex subscriptions are for a 5-year term.

STEP 1

Choose your Rock X hardware

All Rock X hardware requires a RockOS subscription (Step 2). Optional no-microphone variants are available for privacy-sensitive environments. 5-year hardware warranty included.

Part Number	Description	MSRP
ROCK-X-BK	Rock X — Black	\$1,000
ROCK-X-GY	Rock X — Grey	\$1,000
ROCK-X-NM-BK	Rock X No Microphone — Black	\$1,000
ROCK-X-NM-GY	Rock X No Microphone — Grey	\$1,000

STEP 2

Select your RockOS subscription

RockOS powers every Rock X. Choose the deployment type that fits the customer's needs. All contracts run for a 5-year term.

Cloud (Alcatraz Managed Cloud Infrastructure)

Part Number	Description	MSRP
RKOS-CL-5Y5	RockOS Cloud — 5-year contract, paid upfront	\$4,500

Cloud Enterprise (Alcatraz Managed Cloud infrastructure in a Single-Tenant instance)

Part Number	Description	MSRP
RKOS-CLE-5Y5	RockOS Cloud Enterprise — 5-year contract, paid upfront	\$4,500

On-Premise (Customer Managed Infrastructure)

Part Number	Description	MSRP
RKOS-OP-5Y5	RockOS On-Premise — 5-year contract, paid upfront	\$4,500

STEP 3

Pick a Rock Cortex platform

Cloud Enterprise deployments require a dedicated single-tenant instance. Choose **Standard** for up to 100 Rocks deployed in one single tenant instance and **Large** for 101 to 300 Rocks per instance.

Request a customer quote for over 300 devices.

Part Number	Description	MSRP
CRTX-CLE-5Y5	Rock Cortex Cloud Enterprise Single Tenant (Standard) — up to 100 devices, 5yrs upfront	\$70,000
CRTX-CLE-5Y5-L	Rock Cortex Cloud Enterprise Single Tenant (Large) — 101–300 devices, 5yrs upfront	\$92,000

Cloud Enterprise single quotes over 50 Rocks and customers with over 100 Rocks will require a custom Rock Cortex quote tailored to the needs of the end-customer.

Rock Cortex is free of charge for Cloud multi-tenant and on-premise quotes under 50 Rocks.

Rock Cortex is required and must be quoted and charged on any single order exceeding 50 Rocks or deployments exceeding 100 Rocks.

STEP 4

Add Professional Services, Mounts and Accessories

Part Number	Description	MSRP
RX-ENR-STN	Enrollment Station	\$3,600
RX-SURF-02	Surface Mount	\$325
RX-MULL-02	Mullion Mount	\$325
RX-TURN-02	Turnstile Mount	\$325
RX-WBTN-02	Wired Intercom Button	\$300
RX-EURO-02	EU/UK Wall Adapter	\$200
PRO-CORE	Pilot/Launch Core — remote, Cloud only	\$5,000
PRO-PREM-RMT	Pilot/Launch Premium — remote, all types	\$10,000
PRO-PREM-DOM	Pilot/Launch Premium + Onsite (Domestic)	\$15,000
PRO-PREM-INTL	Pilot/Launch Premium + Onsite (International)	\$25,000
INT-SSO	SSO Integration (Cloud Enterprise / On-Prem)	\$4,000
PRV-CM	Privacy Consent Management	\$4,000
PRO-SRV	Professional Services — per hour	\$255/hr

How to Order Examples

When ordering from Alcatraz, first confirm the deployment architecture, Cloud, Cloud Enterprise or On-Premise. All initial agreements are for a 5-year term. The examples below show the part numbers needed for each year of the subscription. Rock X hardware must be purchased in year 1

Cloud — Black Rock X, 5-Years Paid Upfront Payment Terms for 20 Rocks

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6
Rock X	20 ROCK-X-BK					
RockOS	20 RKOS-CL-5Y5 (paid in year one, covering five years subscription)					20 RKOS-CL-5Y-R (for a new 5 years) or 20 RKOS-CL-1Y-R
Rock Cortex	Included for up to 50 Rocks (For over 50 Rocks, contact Alcatraz Sales for pricing)					

Cloud Enterprise — Black Rock X, 5-Years Paid Upfront Payment Terms for 20 Rocks

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6
Rock X	20 ROCK-X-BK					
RockOS	20 RKOS-CLE-5Y5 (paid in year one, covering five years subscription)					20 RKOS-CLE-5Y-R (for a new 5 years) or 20 RKOS-CLE-1Y-R
Rock Cortex	20 CRTX-CLE-5Y5 (paid in year one, covering five years subscription)					CRTX-CLE-5Y-R (for a new 5 years) or CRTX-CLE-1Y-R

CRTX-CLE-5Y5-L for 101–300 devices covers 5-years Cloud Enterprise subscription.

On-Premise — Black Rock X, 5-Years Paid Upfront Payment Terms for 20 Rocks

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6
Rock X	20 ROCK-X-BK					
RockOS	20 RKOS-OP-5Y5 (paid in year one, covering five years subscription)					20 RKOS-OP-5Y-R or 20 RKOS-OP-1Y-R
Rock Cortex	Included for up to 50 Rocks (For over 50 Rocks, contact Alcatraz Sales for pricing)					

Partner Order Form

Complete all fields and submit to your Alcatraz sales representative.

Partner Information		
PARTNER COMPANY NAME		PARTNER TIER ☐ Bronze ☐ Silver ☐ Gold ☐ Platinum
CONTACT NAME	CONTACT EMAIL	CONTACT PHONE
PO NUMBER	REQUESTED DELIVERY DATE (MM/DD/YYYY)	

End User	
END USER COMPANY NAME	CONTACT NAME
CONTACT EMAIL	CONTACT PHONE

Ship To ☐ Partner Site ☐ End User Site			
ADDRESS		CITY / STATE / ZIP	COUNTRY
CONTACT NAME	EMAIL	PHONE	

Deployment Type

☐ Cloud (Multi-Tenant) ☐ Cloud Enterprise (Single-Tenant) ☐ On-Premise

Products & Services					
Part Number	Description	Qty	MSRP	Disc%	Net Price
Subtotal					
Taxes (if applicable)					
TOTAL					

Notes / Special Requirements

Authorization		
PARTNER AUTHORIZED SIGNATURE	PRINTED NAME	DATE (MM/DD/YYYY)