Blackboard Learn Ultra
Pricing Document

Prepared for G-Cloud Framework 2022

Pricing Overview

Blackboard Learn Ultra pricing is based on a one-time implementation fee and annual subscription fees.

Implementation:

- Implementation costs are scaled towards size of engagement to ensure that the right training and implementation resources are made available.

- At the smaller end of the scale, we offer a mixture of consulting time and self-paced education for £9,779 whilst larger or more complex engagements are built specifically for the client requirement.

- In a typical small implementation, our team will provision your environment, help you complete the configuration and provide access to a set of popular training courses as well as several days of bespoke consultancy to aid a successful implementation.

Licences:

- Annual licence subscription fees are typically priced in user bands and prices scale with volume.
- Typical pricing ranges between £13-£20 per user for Learn SaaS (Plus).

Support:

- Follow the sun support is offered via ticketing helpdesk 24x7x365.
- There is extensive persona based (Admin/Instructor/learner) self-help at www.help.blackboard.com

Pricing notes:

- Fees are subject to change upon clarification of user numbers, subscription fee's assume a 5% increase for annually renewing contracts (lower for longer term commitments). If additional scale is required at the end of the initial contract, we would typically take the user cost at that point and multiply by the new required user numbers to get the new price.

- Pricing rates may vary based on the actual use case, for example, full annual courses versus short CPD courses.

- Minimum user volumes apply.

- More comprehensive & larger scale implementation services are available upon request.

- Additional modules such as the Training & Development Manager can be bolted on at an additional charge, priced based on scale.

- Prices are in GBP ex VAT.

- For further information please contact Blackboard directly.

Service Levels

Delivered on a modern cloud computing technology stack, SaaS deployment for Blackboard Learn provides a scalable, reliable foundation for a world-class learning experience.

- **No scheduled downtime:** Updates are applied without having to take the system offline, so users have an improved experience.
- Enhanced quality: Maintenance and fixes are delivered to production faster than ever before
- **Rapid innovation:** Enhancements and new features are delivered to production faster than ever before
- **Peace of mind:** Experienced Blackboard staff managing operations 24x7x365, so you can focus on other strategic, mission-critical projects

There are two tiers of SaaS deployment available to provide you with choice and flexibility in addressing your institution's deployment needs.

	Plus	**Advantage**
Availability Service Level Agreement (SLA)	99.9%	99.9%
Base Storage	1 TB	1 TB
User interface options	Original experience or Ultra experience	Original experience or Ultra experience
Delivery of features and maintenance	Continuous delivery	Continuous delivery
Full LTI, Web Services, Building Block and REST API Support	Yes	Yes
Test instance	Yes	Yes
Staging instance	Optional add-on	Yes
Direct Data Access	Optional add-on	Yes
Service Delivery Management	No	Yes

Let's advance learning, together.

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