

Ideagen Huddle

Pricing Document

G-Cloud 14

Lot2 Cloud Software

Table of Contents

Ideagen Huddle Pricing 3

 Training 4

 Other Additional Charges 5

 Additional Items 5

 Customer Success Packs 5

 Payment Terms 6

 Contact details 6

Ideagen Huddle Pricing

Huddle "Official" is designed for organisations that need to share and collaborate on Official Sensitive content across multiple agencies, organisations, and partners. The pricing for this package is based on purchasing a base number of internal licenses, which allows for a certain volume of external licenses based on a multiplier:

Huddle 'Official' License Cost Tiers

Package Type	No. of Licenses	External License Multiplier	Cost Per User / Per Month	Annual Cost per User	Max External Users
Official	25 to 100	x5	£19.80	£237.60	500
	101 to 200	x5	£18.00	£216.00	1,000
	201 to 300	x5	£16.20	£194.40	1,500
	301 to 400	x5	£14.40	£172.80	2,000
	401 to 500	x5	£12.60	£151.20	2,500

The below table details the cost breakdown for a Huddle Enterprise License Agreement (ELA), this package is for organisations that require additional levels of support, technical integrations, customisation, and unlimited usage.

Guaranteeing UK data residency, Huddle is trusted across Government and Public Sector organisations.

Huddle ELA License Costs

Package Type	Organization Size	External License Multiplier	Package Cost	Approx. Cost per User per Month
Enterprise License Agreement	501 to 750	x10	£49,000	£5.50
	751 to 1,000		£68,000	£5.63
	1,001 to 1,500		£90,000	£5.00
	1,501 to 2,000		£113,000	£4.69
	2,001 to 2,500		£135,000	£4.50
	2,501 to 5,000		£216,000	£3.60
	5,001 to 10,000		£315,000	£2.63
	10,001 to 20,000		£449,000	£1.87
	20,000+		£540,000	£1.80

*Please note that all SaaS contracts are subject to a 2-year minimum term.

Training

One initial training session is included within the above costs. Guidance documents and videos will be provided in a specific training workspace. If further specific training is required will be chargeable as follows:

Admin/Company manager/Workspace manager training (2-hour session covering all personas – Max 15 attendees)	£655
End User Training (1 hour session covering general user only – Max 15 attendees)	£333

Other Additional Charges

One off setup fee: One of fee charged in year 1 only for account set up	£1,000
Branding (if required)	£1,500
Additional storage per TB	£1,000
Additional EXTERNAL users (if required)	£900 per 50
Professional services (full day)	£1,330
Professional services (half day)	£665
Huddle API Access	£1,000
Single Sign On configuration (internal users only) – Included in ELA	£1,200

Additional Items

- For an overview of our system options, or for more information, please contact us directly.
- A 10% discount is offered to Education, Not for Profit and Blue Light sectors.
- Enterprise style deals and time limited discounts may be available.
- The maximum contract period is 36 months.
- Individual Prices may increase during the contract as per CCS guidelines.
- Service may be terminated with 30 days' notice as per framework guidelines.

Customer Success Packs

Ideagen offers three-tiered Success Plans designed to meet varying levels of customer support needs and engagement preferences.

The **Essential Plan** provides a foundation of self-service resources for independent users who prefer to manage their own learning and troubleshooting.

The Essential Plan is free, no additional charge.

The **Standard Plan** elevates the experience with dedicated customer success support, enhanced responsiveness, and exclusive virtual events to help you maximize value from your Ideagen solutions. For organizations requiring the highest level of personalized attention.

The Standard Plan has a **15% uplift** in Licence fees shown above.

The **Premier Plan** delivers comprehensive support through a dedicated, locally based Customer Success Manager, live events, and 24/7 access to specialized support agents. Each plan builds upon the previous tier, ensuring customers can choose the level of guidance and support that best aligns with their organizational needs and goals.

The Premier Plan has a **25% uplift** in Licence fees shown above.

Payment Terms

- All prices exclude VAT.
- All invoices are to be paid within 30 days of the invoice date.

Contact details

Please forward your enquiry to g-cloud@ideagen.com where your enquiry will be passed to the most appropriate team member. Please include your name, contact number, organisation, and a brief description of your request.

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