

## Pricing

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### Introduction

The following pricing guide has been prepared to provide information on G-Cloud pricing.

The information contained herein is considered confidential and proprietary and is intended solely for use in the evaluation of Infreemation and its products. The information contained herein shall not be disclosed, in whole or part, to any third party including other employees not participating in the evaluation of this proposal. That data shall be maintained with the same degree of care the above-named company uses to maintain its own confidential information.

Introduction	Page 1
Setup / Installation	Page 2
Licenses	Page 3
Support	Page 4
Training	Page 5
Development	Page 6

### **Setup / Installation**

We do not charge setup or installation fees on any of our software.

## Pricing

### Licenses

Infreemation is offered on a site license basis.

Our site licenses offer unlimited user accounts, requests (or complaints) and departments.

Pricing starts at £8000 + VAT per year based on requirements.

For example:

1 Year	£8000 + VAT
2 Years	£15200 + VAT (£800 discount)
3 Years	£22400 + VAT (£1600 discount)

### Support

Support is provided either by telephone or email and is included in the site license cost.

Our support lines are open 0900 to 1700 Monday to Friday. An out of hours service runs all other times including public holidays.

Telephone support - Dedicated telephone lines comes straight through to our frontline support representatives. Where possible calls will be dealt with over the phone and conclusions drawn. Calls may need further investigation in which case supplemental info may be requested. This might be screen shots or the support representative may investigate via remote access.

Remote Access Support - Support staff have access to all customers systems and login/remote access details are stored within our system. Remote access can be done with or without the customer depending on the nature of the investigation e.g. LogMeIn for 'seeing' an issue, RDP for looking into a technical issue, which the customer may not necessarily wish to be involved in. As part of our support processes a test system is made available to support by the project team. The test system is also set up for the customer so that changes can be investigated on a test system by the customer.

Support issues are graded as follows:

Grade 1 – Business Critical, business cannot operate or application has failed

Grade 2 – Non-Business Threatening – Causing users major inconvenience but business continues to function

Grade 3 – Functional Requirement – Causes difficulty but there is a work-around

Grade 4 – Cosmetic change or fault requiring rectification

Calls are allocated a unique number and this is emailed out to the customer within an hour of receipt of the call or provided on the phone if a call is telephoned in.

Call events – all communications (emails, phone calls) between any parties involved in a call are logged and recorded as a call event. This allows anyone to pick up the call as there is a full audit trail of events.

Call statuses are set depending on next steps to resolve the call e.g. if a call has a question/request for more info put to the customer, call status = Await response customer. Upon receipt of the info the call reverts back to 'with Support', it's reviewed, updated and actioned accordingly.

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### Training

Infreemation has been designed to require minimum training. However, if onsite training is required this is priced as follows:

1 Day	£400 + VAT
5 Days	£1875 + VAT (£125 discount)

Standard training runs from 1000 to 1700 Monday to Friday. Prices include a customised training guide (available online to download and print), travel and accommodation if needed.

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### Development

Our products can operate from installation (off the shelf installation). We customise the software to work to meet your requirements.

We will install, configure and setup the system as per your requirements ready for your go live date.

After the system is live we will continual to work with you to ensure you are getting the best from the system.

We can also make Adhoc changes to the system on an ongoing basis which are outside of the normal changes. For example, we can build custom workflow, reports and add additional modules.

Some of these changes may be chargeable (depending on how complex they are). Our development rate is as follows:

1 Day		£500 + VAT
5 Days		£2000 + VAT (£500 discount)

Development days can be purchased in blocks and unused time carried over and used in the future.