FourNet (4net) Cloud NICE CXOne Contact Centre

Pricing for G Cloud Services

Named	Description	G Cloud Price
Voice Agent	Core voice telephony with ACD/IVR, integrated softphone and standard call controls.	£35.39
Digital Agent	Email, web chat, social and SMS in one desktop with unified digital routing.	£48.02
Omni Agent	Full omnichannel: voice plus all digital channels with unified queueing and recording.	£58.05
Essentials Suite	Omnichannel plus audio/screen recording and Quality Management.	£68.37
Core Suite	Essentials plus Workforce Management and performance dashboards.	£86.58
Complete Suite	Core plus Interaction Analytics (speech & text) and Customer Feedback	£107.76
Concurrent	Description	G Cloud Price
Voice Agent	Same as Voice Agent, licensed by simultaneous users rather than named users.	£49.08
Digital Agent	Same as Digital Agent, licensed by simultaneous users rather than named users.	£67.50
Omni Agent	Same as Omni Agent, licensed by simultaneous users rather than named users.	£80.00
Essentials Suite	Same as Omni Agent, licensed by simultaneous users rather than named users.	£96.67
Core Suite	Same as Omni Agent, licensed by simultaneous users rather than named users.	£122.27
Complete Suite	Same as Omni Agent, licensed by simultaneous users rather than named users.	£150.13

Users	SIP Channels	Price
500	25	1.74
1000	50	1.21
2000	75	0.97
3000	100	0.89
5000	150	0.83
7000	200	0.80
8000	220	0.78

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FourNet adopts a modular approach to providing cost-effective G-Cloud RM1557 services, with a strong focus on customisation to meet exact customer specifications. The approach is grounded in customer consultations and adheres to several key principles:

Modular Design: The service is structured into modules, enabling customers to select only the components they need. This modularity ensures that the minimum cost is maintained while allowing customers to customise their services, as necessary.

Consultative Design: FourNet emphasises consultations to understand customer requirements precisely. Through consultations, FourNet ensures that the design of services directly aligns with customer needs, leading to more accurate bespoke services.

Scalability and Flexibility: The modular design allows for scalability, so customers can add more modules as their requirements grow. This flexible architecture reduces upfront costs while still ensuring that future needs can be met.

Enhanced Service Wraps: For customers requiring additional features, FourNet provides an enhanced service wrap. This includes enhanced service credits, which apply under predefined conditions (such as falling below a set percentage in incident response and service restoration levels).

Service Availability and Recovery: FourNet offers different levels of service availability based on customer requirements. We provide cloud services with application and geographic resilience, ensuring high availability and rapid recovery in case of disruptions.

Partnering with Suppliers: FourNet maintains robust relationships with suppliers and sub-contractors to deliver high-quality services. Approved suppliers undergo rigorous criteria checks to ensure they meet service standards and share FourNet's commitment to quality and security.

This approach ensures that each customer receives a solution tailored to their specific needs while maintaining an optimal balance between cost and functionality.

For further details of our Service Offering, please contact our Public Sector Team on 0161 864 5130 or via e-mail, publicsector@fournet.co.uk