QuickCase pricing 2024-25

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This document describes QuickCase's pricing model and figures for the financial year 2024-25. All prices are exclusive of VAT.

Professional Services

Bring QuickCase's expertise in case management, software development and digital transformation to your project, either with ad-hoc experts embedded in existing project teams or with fully resourced QuickCase teams ready to hit the ground running.

Roles

The expert roles we offer are:

- Business Analyst
- Full-stack Software Developer
- QA Engineer

- DevOps Engineer
- Technical Lead
- Solution/Technical Architect
- Delivery & Programme Management
- Project Management
- User Research and UX/UI
- Support Engineer
- Video Creation & Editing (eg. training content)

Rates

Typical rates are:

- Support - from £400
- Professional - from £750 (software)
- Senior - from £800 (business analyst, software, devops, qa)
- Lead - from £900 (delivery lead, tech lead, architect, video creation/editing)
- Head - from £1,000 (programme manager)
- Partner - from £1,200 (portfolio)
- Director - from £1,500

Illustrative examples of project teams are presented in Appendix A.

QuickCase Self-Hosted solution

QuickCase's case management solution, hosted on your own infrastructure.

Subscription

QuickCase's self-hosted solution is based on a yearly subscription model, priced at £75,000 per year. Monthly payment options are available.

The subscription includes:
- Licence to use the solution, no user limit
- Access to maintenance releases (security patches, bug fixes, minor features)
- Access to new releases (major features)

Support

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Standard

Our standard support package to complement a mature installation of QuickCase Self-Hosted case management solution.
£5,000 per month (£60,000 p/a), includes:

- 9-5pm (UK), Monday to Friday, cloud support team
- Helpdesk portal with knowledge base
- Tickets via email and portal
- Ticket types:
    - Technical: bug report, security fixes
    - Configuration Q&A
    - Webhooks/integration Q&A
    - Deployment Q&A
    - Not included: Feature requests, 1st/2nd level support (see Early Life Support for initial production support)

Early life

Our enhanced support package to accompany you in the first months of adopting QuickCase Self-Hosted case management solution.

Quoted on demand for time & materials based on team profile needed. Typically includes:

- 9-5pm (UK), Monday to Friday, dedicated support team
- 1 to 3 months
- Level 1 & 2 support included
- Face-to-face and online training

Appendix A: Illustrations

The following pricings are examples of typical work packages QuickCase can supply. These examples are for illustrative purposes only.

Professional services

3rd party API integration with case management solution

Typical package of work for a bi-directional integration with a 3rd party service using secured Rest APIs. Includes automated test coverage for all integration code, Low-Level Design (LLD) document for integration and amendment to existing High-Level Design to list new integration with scope and reference to LLD.

Indicative pricing for the package of work:

Role	Days	Rate	Total
Delivery Lead	2	£900	£1,800
Solution Lead	2	£900	£1,800
Tech Lead	3	£900	£2,700
Senior Developer	10	£800	£8,000
Senior QA	5	£800	£4,000
		Total	£18,300

Support and maintenance of bespoke case management solution

Package to support and maintain a bespoke case management solution for a year. Typical activities includes:

- Proactive monitoring
- Service requests
- Incident management
- Account management
- Build and maintain knowledge base

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- Hotfixes
- Minor/Patch updates: once a month per software component
- Major/Breaking version upgrades: twice a year

Indicative pricing for a year of bespoke support:

Role	Days	Rate	Total
Proactive Monitoring			
Support Engineer	26	£400	£10,400.00
Service Requests			
Support Engineer	12	£400	£4,800.00
Incident Management			
Support Engineer	24	£400	£9,600.00
Account Management			
Engagement Lead	9	£900	£8,100.00
Hotfixes & Bug Remediation			
Senior Developer	18	£800	£14,400.00
Senior QA	12	£800	£9,600.00
Maintenance: Minor/Patch Updates			
Senior Developer	4	£800	£3,200.00
Senior QA	2	£800	£1,600.00
Major/Breaking Version Upgrade			
Tech Lead	2	£900	£1,800.00
Senior Developer	10	£800	£8,000.00
Senior QA	10	£800	£8,000.00
		Total	£79,500.00