

Lot 1 Pricing Document: Cloud Hosting

We are on a mission to enable organisations of all sizes & budgets to take advantage of the benefits of AI (Artificial Intelligence) safely, securely and quickly.

We combine AI models, AI services, traditional database and cloud services, 3rd party SaaS (Software as a Service) integrations, plus telephony and chat to provide comprehensive, secure and trustworthy AI solutions. These include Amazon connect, AWS (Amazon Web Services) Amazon Bedrock, Amazon Lex, Elastic.io Elastic Vector Search, Azure OpenAI, Google Dialogflow and more.

These solutions can be highly customisable and bespoke to meet your exact needs.

For example, to create your bespoke AI we could use Amazon Connect to host a telephone service to answer requests that uses Llama 3, hosted on AWS Bedrock and uses RAG (Retrieval Augmented Generation) accessing data using an Elasticsearch Vector Index hosted on Elastic.io. We would provision, configure, set up and manage the Cloud platform or infrastructure including any VPC needed for your AI solution.

We have recently completed a project with Watford Borough Council where they are now using Amazon Connect and Amazon Lex AI telephony to provide an advanced AI IVR (Interactive Voice Response) solution, including all their call costs, for significantly less than their previous basic IVR solution. They also take advantage of our AI platform, AI Studio, for their website AI assistant and they are also taking advantage of the free live chat included in AI Studio. This bespoke solution met their needs & requirements and was delivered in 4 weeks from inception to go live.

Pricing

Setup fee: If needed there may be a setup fee of £1,500 per day. This depends on the complexity of the requirements and how bespoke the solution needs to be. For context, for Watford Borough Council there was no set up fee.

Management fee: 20% management fee on top of Cloud Hosting costs e.g. AI telephony

“EBI.AI’s technology means customers receive rapid responses to their most frequently asked questions at any time of the day or night. The assistant then allows us to customise and add new knowledge that reflects our customer’s needs. We capture vital intelligence to improve the service that really matter to our customers. For example, data demonstrating that parking is the most popular topic right now, helps us make the relevant changes and allocate more resources more effectively.”

Customer Services at Coventry Council

“The chatbot has exceeded our customer’s expectations. To measure customer satisfaction, LBBD asks customers at the end of each conversation: “Was I able to assist you with your queries?” Most recent data shows that 87% of conversations were judged by our residents as ‘successful’. This means that the customer’s request for information and advice was resolved within that conversation. This is a considerably better experience than using the public website which currently has a success rate of around 20%.”

Delivery Lead at Barking and Dagenham Council

