

Lot 2 Pricing Document: Cloud Software

With EBI's AI Studio, all organisations from SMEs (Small and Midsize Enterprise), multi-nationals and Local Councils all benefit from the same premium Artificial Intelligence (AI) features and experiences.

As a result, our Local Council customers have achieved results such as 533% ROI (Return on investment) and saved £50,000 in the first 6 months.

Some key features include:

1. Next generation AI assistant, fully integrated with the latest council focused technology partners, human in the loop (HITL), large language models (LLM) and natural language processing (NLP)
2. Immediately available in 130 languages for telephony, web, social and internal touchpoints
3. No carrot and stick plans, bundles, or sales teams encouraging you to upgrade
4. Transparent monthly billing - with no hidden cost or surprises
5. Unlimited, free live chat agents

We have worked alongside Local Councils for years providing them with world-class AI solutions. Whether it be missed bin enquiries, or a resident struggling to pay council tax, your AI assistant will handle end-to-end customer enquiries.

Our Local Council assistants boast an average of 96% success rate with 35% of these enquiries coming out of hours when contact centres are closed.

Our pricing is as follows:

Price	Requests* included
Free	100
£99	500
£199	1,000
£289	1,500
£369	2,000
£519	3,000
£719	5,000
£969	10,000
£1,419	25,000

*A request is a complete flow handled by your AI assistant. One request can include multiple turns, integrations and follow up questions.

You only pay for usage meaning there is no waste when the pressure around budgets is high. We review your usage every month and average over three months to ensure you pay for what you need. If procurement requires you to pay annually, we can support this too.

For an additional £500 per month per AI, we will take care of the AI supervision, training and growth of your AI assistant too. All our existing Local Council customers pay for AI supervision to ensure their assistant continues to grow alongside their business goals and requirements to the highest possible standard.

We have already integrated with systems used by Local Councils. We continually add to these as required by you. Integrations enable end-to-end journeys and truly relieve the strain from your team. Our 20+ years of experience in systems integrations with some of the world's biggest brands such as AB InBev and Pfizer ensure your integrations are in the best hands.

“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

