



Pricing Structure

Some team members might use tools more than others, and staff can come and go. Instead of per-person license fees, you can purchase a single organisation-wide license which includes all the hours your team needs.

How a subscription works

- ✓ Pay upfront for an organisational package
- ✓ No limit on user numbers - you control who has access
- ✓ Live analytics make it easy to track how much you're using
- ✓ No hidden fees. Unlimited templates and support included as standard.

All subscriptions come with everything you need, including:

Unlimited custom templates

- Sector leading templates, custom built for you, for your exact workflows.
- Expert template design and amendment - simply contact our team via your admin dashboard to design, build or change a template
- Access to any product feature available in the chosen subscription (see below)

Bespoke, hands on support

- Unlimited tailored training sessions for your teams including group, training 1:1 support and e-learning
- A bespoke train-the-trainer programme and manager enablement sessions
- Hands on support - fast support via email (average response time <2h) and live chat
- Video and text based user guides.

A true partnership

- Dedicated project and delivery manager who will create and manage a project plan with monthly steering calls to drive progress, and is a single point of contact throughout our partnership.
- Detailed reporting - identification of success metrics, capture required evaluation data and report against progress.
- Community - invites to dedicated forums for practitioners, project managers and senior leaders to connect and share learnings.

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Subscription Options

Magic Notes is a modular system. Customers have the option to purchase either core Magic Notes, or access additional optional features from within the application.

All subscriptions include all the benefits outlined on the previous page, including unlimited users, unlimited templates and unlimited in-use support as standard.

Option 1: Magic Notes Core

The core Magic Notes subscription includes:

- Recording, transcription and summarisation
- Access to Knowledge Base - a customisable depository of policies and guidance
- Advanced editing features, including citations and chat
- Creation of secondary outputs from any Magic Notes, e.g. referral letters
- Access to offline mode recording

Spot purchase hours or upgrade your tier at any time by paying the difference - no extra fees.

Tier	Hours included	Discount	Annual fee
1	Up to 6,000	0%	£30,000
2	Up to 12,000	20%	£48,000
3	Up to 25,000	40%	£75,000
4	Up to 50,000	55%	£112,500
5	Up to 100,000	65%	£175,000
6	Up to 150,000	70%	£225,000

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Option 2: Magic Notes Flex

A flexible credits-based subscription model gives access to additional Magic Notes modules from within the core platform. Credits can be used for your chosen modules. You control which modules are activated and who has access to each one.

At least one module must be activated during the contract to utilise Flex.

Additional modules available with Flex

- **Reports** - create Magic Notes summaries by combining multiple inputs, from recordings to handwritten notes and video.
- **Talk** - a customised, context aware voice agent to complete conversations and create a Magic Notes summary
- **Interpret** - remove language barriers with live translation

All modules produce a full Magic Notes summary and are accessed with from the Core platform.

Credit system

One credit is equal to:

- 1 hour of recording
- 1 report created
- 15 minutes of Talk call time
- 40 Talk messages
- 20 minutes of Interpretation

Simply add up the number of credits you expect to use to choose a tier. Beam will help customers to estimate the right usage tier, and live analytics make it easy for customers to track usage. Spot purchase credits or upgrade your tier at any time by paying the difference - no extra fees.

Tier	Credit	Discount	Annual fee
1	Up to 6,000	0%	£30,000
2	Up to 12,000	15%	£51,000
3	Up to 25,000	30%	£87,500
4	Up to 50,000	45%	£137,500
5	Up to 100,000	55%	£225,000
6	Up to 150,000	65%	£262,500
7	Up to 200,000	70%	£300,000
8	Up to 500,000	71%	£725,000
9	Up to 1,000,000	72%	£1,400,000



Volume discounts:

Any contract over 2+ years qualifies for a 5% discount.

Talk Implementation Fee

A one-time £2,500 implementation fee applies for the Talk module, only where a Flex pilot has not been taken up.



Option 3: Magic Notes Health Plans

Magic Notes Core and Flex subscription plans remain available to all healthcare customers. Magic Notes Health Plans is an additional optional module for customers who need support with complex, multi-stage healthcare documentation workflows.

Health Plans is designed for workflows where information needs to be gathered, structured, reviewed and consolidated across several stages, for example the Decision Support Tool.

Health Plans uses the same Flex credit system. Credits can be used flexibly across all enabled modules - including Health Plans alongside any other Flex modules.

Health Plan credit usage: Six credits are equal to one Health Plan (in addition to standard Flex credit equivalences below):

- 1 hour of recording
- 1 report created
- 15 minutes of Talk call time
- 40 Talk messages
- 20 minutes of Interpretation

Simply add up the number of credits you expect to use to choose a tier. Beam will help customers to estimate the right usage tier, and live analytics make it easy for customers to track usage. Spot purchase credits or upgrade your tier at any time by paying the difference - no extra fees.

Tier	Credit	Discount	Annual fee
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5	Up to 100,000	55%	£225,000
6	Up to 150,000	65%	£262,500
7	Up to 200,000	70%	£300,000
8	Up to 500,000	71%	£725,000
9	Up to 1,000,000	72%	£1,400,000



Pilot options

1. Magic Notes Core: Pilot and Evaluation

A comprehensive 12-week pilot for a small group of testers to trial Magic Notes Core with hands-on project management and a detailed evaluation of impact, completed to your specifications.

Price: £30,000

- 2 bespoke templates - custom built for you, for your exact workflows;
- Project management - dedicated delivery manager to project manager and drive the pilot, co-ordinate training, deliver bespoke reporting and evaluation;
- Tailored training - hands-on support and training, including 1:1, small group and in person support as agreed;
- User feedback sessions - completed with testing group throughout the pilot to gather product and usage feedback;
- Bespoke, detailed evaluation - quantitative and qualitative evaluation completed against your key performance indicators, with detailed written report and presentation of results to project team;
- Unlimited usage for testing group - no cap on usage during testing period, for 20-40 users;
- Guided setup - hands-on support to complete necessary governance including DPIA, infosec reviews and any business case modelling requirements;
- All hosting costs included - no hidden or additional fees;
- Customer support - fast, friendly support via live chat, email and 1:1 video call.

Multiple pilot discount

Discounts are available for organisations looking to pilot Magic Notes Core in multiple directorates (for example Adult Social Care, Children's Social Care, Housing), when pilots are purchased together:

- Two pilots: £40,000 (£20,000 per pilot, 33% discount)
- Three pilots: £45,000 (£15,000 per pilot, 50% discount)



2. Magic Notes Flex: Pilot and Evaluation

A comprehensive 12-week pilot for a small group of testers to trial Magic Notes Flex with hands-on project management and a detailed evaluation of impact, completed to your specifications.

Price: £15,000 (discounted from £30,000, until end August 2026)

- Pre work
- Discovery
- Initial Trial
- Formal Testing
- Evaluation