

VE3 Global Ltd
G-Cloud 14 Pricing Document
SAP Sales & Service Cloud:
LOT 2: Cloud Software

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All prices are stated in GBP and exclude VAT. This document sets out the complete published pricing structure for this service so that a buyer can calculate the applicable Call-Off Contract charges without contacting the supplier.

Framework / Lot: RM1557.14 / Lot 2 – Cloud Software

Supplier: VE3 Global Ltd

Digital Marketplace Service ID: 285755766636838.

Pricing basis: Published annual subscription pricing with fixed one-off onboarding charges and fixed optional add-ons.

1. Published subscription pricing

Foundation – £8,400 per year

Includes one live environment, one test environment, up to 25 sales or service users, up to 5 named admin or power users, standard dashboards, case management and sales automation features.

Professional – £17,400 per year

Includes all Foundation features, plus up to 100 sales or service users, up to 15 named admin or power users, workflow automation, knowledge management, API access and cross-channel reporting.

Enterprise – £32,400 per year

Includes all Professional features, plus up to 300 sales or service users, up to 50 named admin or power users, single sign-on, role-based access control, audit export and premium support.

2. One-off setup and activation charges

Service onboarding and activation – £2,100 one-off

Includes initial service setup, baseline configuration and onboarding of up to 3 sales, service or integration workflows.

Additional sales, service or integration workflow onboarding – £450 one-off per item

Applies to each additional sales, service or integration workflow above the first 3 items included within the onboarding charge.

3. Optional published add-ons

Additional sales or service users pack – £2,100 per year

Adds up to 50 additional sales or service users to any subscription tier.

Omnichannel service add-on – £2,700 per year

Provides enhanced case routing, service workflow automation and customer engagement reporting. This add-on is included within Enterprise.

Private deployment option – £6,000 per year

Provides a dedicated private deployment for buyers requiring a segregated environment.

4. Included as standard

Role-based access control, standard audit logging and service usage dashboards are included within the service.

Standard software support during UK business hours is included.

Sales automation, case management, knowledge workflows and reporting administration are included within the subscribed service entitlement.

5. Pricing assumptions and notes

The annual subscription is billed annually in advance and is based on a minimum contract term of 12 months.

The applicable subscription tier is determined by the sales or service user volume, workflow entitlement and service options selected by the buyer.

Where the buyer exceeds an included entitlement, the relevant published add-on charge will apply.

The prices in this document are the published G-Cloud 14 prices for this service and apply equally to all buyers. Any discounts are published in this document and are available to all buyers on the same basis.

For general queries regarding this service listing, please contact prime@ve3.global