

VE3 Global Ltd
G-Cloud 14 Pricing Document
Salesforce - 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: 404626077541870.

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

1. Published subscription pricing

Foundation - £7,200 per year

Includes one live environment, one test environment, up to 10 Service Cloud users, up to 5 named admin or power users, standard dashboards, alerts and core case management, service workflows and customer support reporting features.

Professional - £15,600 per year

Includes all Foundation features, plus up to 50 Service Cloud users, up to 15 named admin or power users, configurable workflows, API access, automated reporting and integration controls.

Enterprise - £30,000 per year

Includes all Professional features, plus up to 150 Service Cloud 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 - £2,000 one-off

Includes initial service setup, baseline configuration and onboarding of up to 5 Service Cloud object, workflow or integrations.

Additional Service Cloud object, workflow or integration onboarding - £450 one-off per item

Applies to each additional Service Cloud object, workflow or integration above the first 5 included within the onboarding charge.

3. Optional published add-ons

Additional Service Cloud user pack - £1,800 per year

Adds up to 10 additional Service Cloud users to any subscription tier.

Advanced case management add-on - £2,400 per year

Provides enhanced case routing, knowledge workflows and service analytics. This add-on is included within the Enterprise subscription.

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.

Case management configuration, queue setup and service reporting 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 user volume, case management scope 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 Salesforce - Service Cloud 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