



Ideal Pricing Document

FOR

G-Cloud 15

Table of Contents

Table of Contents.....1

G-Cloud 15 Pricing2

Ascom Software Services.....3

UK Cloud Hosting Services.....5

Ideal Support and Managed Services8

Discount and Purchase Schemes.....8



G-Cloud 15 Pricing

Building your platform couldn't be easier

- Step 1 – Choose the Ascom Software Subscription
- Step 2 – Build your UK-Sovereign HSCN-Connected hosting tenant
- Step 3 – Choose your Support and Managed Service

Clinical Communication and Collaboration

Digital Bleep Replacement Solution for all hospital communications, Emergency and General. Role based user access, assignments, and escalation, enable complete workforce visibility with app-based messaging to support clinical communication. Emergency messaging is managed through critical response dashboards for an end-to-end status of any prioritised event. Full audit and reporting provide data and analytics for compliance and continuous improvement.

ID	Description	Note	Quantity	Annual Cost
UAM-LANAAAAA	LIC: Unite System - Unite PS	Platform server core per hospital	1	£1,337.78
UAM-LAEPAABV	LIC: Axxess Collaborate BYOD	Messaging per mobile user	1	£37.09
UAM-LAEDAAAT	LIC: Unite Axxess Alerts	Critical alerts per mobile user	1	£30.46
UAM-LAKAAAASI	LIC: AlertTrac Site	Emergency alerts Dashboard per hospital	1	£4,549.70
UAM-LADAAAUW	LIC: Assign per assign area	Assignment per emergency or service team	1	£605.10
UAM-LACKAAAA	LIC: Unite Analyze, Reporting	Reporting per hospital	1	£4,009.68

IoT Smart Monitoring

Smart Monitoring of a patient in their own care environment, bringing together data sets and events from 3rd party systems including nurse call and IoT sensors including falls prevention and clinical monitors. The patient dashboard offers an holistic view of the connected patient with the data from other systems and sensors, the data is presented to indicate a patient's current status and identify early for clinical intervention of an at risk of harm. The data reporting ensures clinical compliance but can support transfer of care with the assessment datasets to that allows transfer of care clinical acceptance and improve decision support.

ID	Description	Note	Quantity	Annual Cost
OFL-NC-ADV-SK	Ofelia, Start kit NC	Platform server core per hospital	1	£1,432.99
OFL-NC-500	Ofelia, 500 NC events	500 location events per hospital	1	£1,569.95
UAM-LALAAAAA	LIC: Unite SmartSense	Platform server core per hospital	1	£0.07
SSE-LALAAAA101	SmartSense 101-250 - per room	Patient room location license (up to 250 locations) per bed	1	£127.01
SSE-LALAAAA251	SmartSense 251-500 - per room	Patient room location license (up to 500 locations) per bed	1	£84.67
SSE-LALAASE	SmartSense Connect 3rd pty sensor per room	IoT sensor connection per room	1	£4.52

Medical Device Integration and Alarm Management

Medical Device Integration and Alarm Management is a class IIB medical device as a software solution under Medical Device Regulations (MDR). A medical device vendor neutral platform that acquires data, events, and alarms, from any hospital medical device and integrates directly with a hospital Electronic Patient Record. Software applications can then be added in a modular way to give better visibility of the acquired data in near real time on dashboards and mobile alerts. Alarm Management in a reliable way addresses directly patient safety reducing missed alarms, and improves the care environment shifting noise from the patient to targetted caregivers.

ID	Description	Note	Quantity	Annual Cost
DCDAS	Digistat Server License	Platform server core per hospital	1	£4,481.08
DCDLH	Driver License per Hospital	Medical device driver per device type	1	£1,509.88
DCBLC	Connect bed license	Connected beds per bed	1	£237.78
DCDSSBL	Digistat CDSS bed license	Clinical Decision Support System per bed	1	£119.05
DFWUL	Digistat Smart Monitor Web	General Care dashboard per user	1	£1,672.80
DSCBD	Smart Central WS License	Acute Care dashboard per location	1	£1,227.43
DSCMA	Smart Central Mob App license	Mobile dashboard per user	1	£149.18

Implementation Services

Professional services are evaluated for each solution delivery project by project, as a one-off implementation cost. The final professional services calculation will be made of the resource time estimation from a combination of the project service day rates.

ID	Note	Quantity	Rate
Project Management	Project Manager	1	£1,170.00
Commissioning	Commissioning engineer	1	£1,121.25
Configuration	Configuration engineer	1	£1,121.25
Integration	Integration engineer	1	£946.00
Technical Consultant	Technical and Architecture authority	1	£1,267.50
Clinical Consultant	Clinical Workflow consultancy	1	£1,511.25
Training	End User Training	1	£1,121.25
Go Live Assistance	Clinical elbow support	1	£945.00

Enghouse Collaboration Services

Plans, Features & Add-Ons

✓ Included (Green) ● Add-On (Orange) — Not Included

Capabilities	Voice	Essentials	Complete	Ultimate
Voice/Voicemail	✓	✓	✓	✓
IVR	✓	✓	✓	✓
Video	—	—	✓	✓
Digital Channels (Email, Chat, SMS, Facebook, WhatsApp, Work Item)	0	2	2	All
Queued Call Back	✓	✓	✓	✓
Reports and Dashboards	✓	✓	✓	✓
Administration	✓	✓	✓	✓
Silent Monitor/Barge In	✓	✓	✓	✓
Flow Designer	✓	✓	✓	✓
Agent Scripting	—	✓	✓	✓
Single Sign-On	✓	✓	✓	✓
Interaction Recording	✓	✓	✓	✓
Screen Recording	—	Add-On	✓	✓
Active Storage	90 days	90 days	90 days	90 days
API Access & Integration	✓	✓	✓	✓
Quality Management	Add-On	Add-On	✓	✓
Workforce Management	Add-On	Add-On	✓	✓
Employee Performance & Engagement	Add-On	Add-On	✓	✓
Marketplace	✓	✓	✓	✓
Add-On	Voice	Essentials	Complete	Ultimate
CRM Connectors	Add-On	Add-On	Add-On	Add-On
Unified Communications (Twilio & Teams)	Add-On	Add-On	Add-On	Add-On



[Ideal - Document Type]

© 2026 Ideal Networks Limited
Confidential & Proprietary

Page 5 of 8

Voice Outbound Campaigns	Add-On	Add-On	Add-On	Add-On
Digital Outbound Campaigns	Add-On	Add-On	Add-On	Add-On
Secure Payments	Add-On	Add-On	Add-On	Add-On
Audio Branding (Voice Recording Service)	Add-On	Add-On	Add-On	Add-On
EnghouseAI – Quality Management	Add-On	Add-On	Add-On	Add-On
Voice of the Customer	Add-On	Add-On	Add-On	Add-On

Add-Ons Available Across Plans

Product Name	Qty	Per Annum Price	Description
ARC Switchboard/Operator Console			
Arc Pro Business bundle Plus	1	£1,797.75	Choose X quantity of this item, get X clients plus 1 x Arc Publisher Server, 1 x Subscriber Server, 1 x Arc Supervisor 1 x 4 port Voice Connect
Arc Pro Business bundle	1	£1,393.65	Choose X quantity of this item, get X clients plus 1 x Arc Publisher Server, 1 x Subscriber server, 1 x Arc Supervisor
QMS Base Licence	1	£292.80	A QMS Base License provides access to the core QMS administration features of the software for all users. One Base license is required per system.
QMS Full suite licence	5	£879.75	This license is meant for individual users and is not concurrent, Each license grants access to key features of QMS for that specific user. These features include call recording, screen recording and agent evaluation. Minimum order quantity for new
CX Engage Cloud Contact Centre			
Voice Concurrent	1	£66.25	Per Agent Per Month – features as per bundles shown above
Essentials	1	£83.75	Per Agent Per Month – features as per bundles shown above
Complete	1	£128.75	Per Agent Per Month – features as per bundles shown above
Ultimate	1	£148.75	Per Agent Per Month – features as per bundles shown above

UK Cloud Hosting Services

Hosting of the Ascom service within UK data centres (London and Manchester). Sizing of the customer virtual infrastructure estate dependent on scoping of the required services and will adhere to the following hosting pricing:

Description	Price	Charge
VMware Cloud - vCPU - Platinum	£ 660.00	Per annum
VMware Cloud - vRAM - Platinum	£ 135.00	Per annum
VMware Cloud - vDisk - SAS	£ 1.00	Per annum

The service may require Microsoft server licensing for the core Ascom services to be procured. This can be provided by the customer as part of a core Enterprise Agreement, alternatively can be provided as follows. Pricing would be put together based on the scoping of and sizing of the required services and will adhere to the following pricing:

Description	Price	Charge
Windows Server Standard	£ 100.00	Per annum per VM
Windows Server Data Centre	£ 550.00	Per annum per VM
SQL Server Standard	£ 350.00	Per annum per VM

Data circuit connectivity between customer locations and data centres varies based on quantity of sites to be connected and the location of the sites. Ideal can provide a price for this on a customer-by-customer basis.

Access to the Health and Social Care Network (HSCN) is available on a shared bandwidth model. Pricing is available on request.

Ideal Support and Managed Services

Ideal Support and Managed services provide value add supporting expert customer care on top of standard vendor maintenance agreements. These are tailored to the specific requirements of the customer, to meet specific customer SLAs and priced accordingly. This will be agreed with the customer in advance.

Discount and Purchase Schemes

Ascom provides discount schemes based on requirements. We will pass on any discounts from our vendor (Ascom) directly to our customers.

All software pricing specification within this Pricing Document has been based on standard discounts. Without knowing the requirements or magnitude of any potential order, it is not possible to calculate our pricing any other way. Our vendors offer a number of discount schemes, whereby customers may be eligible to achieve a higher level of discount. Upon agreement of any discount schemes from Ascom, Ideal will pass on this discount to our customers.



+44 (0)1273 957500 [ideal.co.uk](https://www.ideal.co.uk)
Registered In England No. 5815973
City View, Stroudley Road, Brighton, East Sussex, BN1 4DJ

© 2026 Ideal Networks Limited | Confidential & Proprietary