



FormFlow

DYNAMIC CASE MANAGEMENT

PRICING

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2. Standard Pricing

2.1. FormFlow service pricing

FormFlow is priced as a subscription-based, cloud-hosted case management and forms service designed to scale based on usage. The base subscription provides access to the FormFlow service, core platform functionality, standard security controls, and operational support during standard service hours.

Pricing is structured to reflect the number of users and the volume of transactions processed by the service. This allows customers to start with a core level of capability and scale usage over time as demand increases.

Additional users and transaction volumes are charged separately. Optional professional services, including onboarding, configuration, workflow and form design, integration support and extended service hours, are available at additional cost and are delivered under a separate Statement of Work.

FormFlow service pricing is as follows:

<i>Item</i>	<i>Included</i>	<i>Price</i>
FormFlow Base subscription	10 named users	£5,000 per month
Additional Users	Per user	£500 per user per month
Included transactions	1,000 per month	Included
Additional transactions	Per 1,000	£150 per 1,000 transactions per month
Additional Professional Services	Scoping required in separate Statement of Work	Charged at Daily Rates (provided)

Table 1 - Service pricing

2.2.Service Credits

FormFlow is delivered as a resilient, cloud-hosted SaaS service. While availability typically exceeds the stated service levels, Stiona operates a fair and transparent service credit policy in the event that defined availability targets are not achieved.

Service credits are calculated as a percentage of the applicable monthly subscription charge and provide the sole financial remedy for reduced availability. Credits apply only to the core subscription charge and not to any usage-based fees, Additional Services, mobilisation costs, or third-party integrations. Credits are applied following verification of availability levels and upon written request from the customer.

As availability performance differs between Business Hours and Outside Business Hours, service credits are defined separately for each. The applicable credit tiers are detailed in the tables below.

2.2.1. Table 1 – Business Hours Availability Service Credit Matrix

Target: 98% service availability during business hours.

% Availability	% Credit	Conditions	Notes
>98%	0%	SLA met	None
95-98%	2%	Requested Credit	Applied to subscription
90-95%	5%	Requested Credit	Max applies
< 90%	10%	Requested Credit	Max applies

Table 2 - Service availability credit matrix

2.2.1. Table 2 – Outside Business Hours Availability Service Credit Matrix

Target: 95% service availability outside business hours.

% Availability	% Credit	Conditions	Notes
>95%	0%	SLA met	None
92-95%	2%	Requested Credit	Applied to subscription
85-92%	5%	Requested Credit	Max applies
< 85%	10%	Requested Credit	Max applies

Table 3 - Service availability credit matrix outside office hours

3. Additional Professional Services

The 2025/26 rates below are for additional professional services and included for information purposes only. We will work with you to understand your requirements, agree scope and determine the best team to work with you to deliver your needs.

Fixed price options are available for clearly defined business requirements.

Job family	Job role	Role level	Daily Rate
Architecture roles	Enterprise architect	Principal enterprise architect	£800
Architecture roles	Security architect	Principal security architect	£800
Architecture roles	Solution architect	Principal solution architect	£800
Architecture roles	Technical architect	Principal technical architect	£600
Chief digital and data roles	Chief information security officer	Chief information security officer	£950
Chief digital and data roles	Chief technology officer	Chief technology officer	£950
IT operations roles	Change and release manager	Configuration analyst	£400
IT operations roles	Change and release manager	Change and release analyst	£500
IT operations roles	Change and release manager	Change and release manager	£600

IT operations roles	Incident manager	Incident manager	£500
IT operations roles	Service desk manager	Service desk analyst	£400
IT operations roles	Service desk manager	Service desk manager	£600
Product and delivery roles	Business analyst	Business analyst	£400
Product and delivery roles	Business analyst	Senior business analyst	£500
Product and delivery roles	Delivery manager	Delivery manager	£500
Product and delivery roles	Delivery manager	Programme delivery manager	£600
Product and delivery roles	Service owner	Service owner	£800
Quality assurance testing (QAT) roles	Test engineer	Tester	£500
Quality assurance testing (QAT) roles	Test engineer	Senior test engineer	£700
Quality assurance testing (QAT) roles	Test manager	Test manager	£700
Software Development Roles	Software developer	Junior developer	£400
Software Development Roles	Software developer	Developer	£500

Software Development Roles	Software developer	Senior developer	£600
Software Development Roles	Software developer	Lead developer	£700
Software Development Roles	Software developer	Principal developer	£800
User-centred design roles	Accessibility specialist	Accessibility specialist	£600
User-centred design roles	Service designer	Service designer	£600
User-centred design roles	Service designer	Senior service designer	£700

Table 4 - Additional services daily rates