

ApplyWorks

Pricing

ApplyWorks provides a highly usable front-end online workflow for processing citizens' and businesses' applications for licences and permits. Built to GOV.UK design standards and capable of integrating with existing systems or acting as a standalone service with case management built-in, ApplyWorks flexes around the needs of authorities of all shapes and sizes.

Lite	Essential	Advanced	Premium
£10,000 per year*	£15,000 per year*	£30,000 per year*	£46,000 per year*
A lightweight version of ApplyWorks, branded to match your existing online environment, ideal for authorities looking to digitise simple application forms without the need for an accompanying case management system. ApplyWorks Lite can be used for a variety of services, such as for highway licence applications or compensation claims. Lite enables you to map forms to the processes behind each service area and receive responses by email.	The Essential plan enables you to digitise simple 'question and answer' licence application forms, and comes with its own case management system. Optional GOV.UK Notify integration is available if required.	All the benefits of the 'Essential' plan, plus 1 integration into a system of your choice (such as a CRM or other back office system). 'Advanced' is ideal for councils needing to incorporate applications for multiple departments, connecting everything to a central system for back and forth dialogue and approval.	Where there is a need for specialised licensing (e.g. market trader licensing or taxi licensing) within complex service areas, ApplyWorks 'Premium' brings all the features of the 'Advanced' plan, plus functionality such as mapping and asset layers for plots and pitches, calendars and attendance registers.

Add ons

Additional integrations (Advanced & Premium plans)	Payment provider integration
£10,000 per additional integration, per year*	£5,000 per payment provider integration, per year*
Add additional integrations with other systems into your ApplyWorks service.	Create a truly seamless customer experience by incorporating payments for your licensing or permits into your ApplyWorks service.

Please note:

*A 10% discount on the total ApplyWorks annual fee will be applied for local authorities with a population of <200,000. A 20% discount will be applied for local authorities with a population of <100,000.

Contact enquiries@societyworks.org for more information.

	Lite	Essential	Advanced	Premium
Price per year (3+1) <i>Contracts renewed years 5 onwards subject to 15% discount</i>	£10,000	£15,000	£30,000	£46,000
ApplyWorks service with your authority's domain and branding	✓	✓	✓	✓
Meets W3C Web Accessibility Standard and government accessibility requirements	✓	✓	✓	✓
Training	Online training	Online training	Online training	Online training
Under continuous development, with secure cloud hosting and maintenance	✓	✓	✓	✓
Simple and intuitive	✓	✓	✓	✓

online applications interface				
Automatically routes applications to the correct team	✓ (email only)	✓	✓	✓
Let users upload supporting information and required documentation	✓	✓	✓	✓
Optimised to enable user-friendly applications on desktop and mobile devices	✓	✓	✓	✓
Generate PDF summary of each application	✓ (optional)	✓ (optional)	✓ (optional)	✓ (optional)
Customer-focused language	✓	✓	✓	✓
Take payments for applications and permits <i>(only if using an add-on payment provider integration)</i>	✓ (incurs extra cost)	✓ (incurs extra cost)	✓ (incurs extra cost)	✓ (incurs extra cost)
GOV.UK Notify integration (if required)		✓ (optional)	✓ (optional)	✓ (optional)
Process form responses with a built-in case management system		✓	✓	✓
Adjust messaging with templated responses and in-application prompts to improve communication		✓	✓	✓
Customer service workflow to make applications on behalf of citizens and businesses who need to call you		✓	✓	✓
Allow applicants to log in and review the progress of an application		✓	✓	✓

Seamless integration into all major back office and CRM systems			✓	✓
Use geo-location technology and UPRNs to aid the creation of accurate place-based applications				✓
Display asset layers for market stall plots, busking areas, or other location based application/licences				✓
Use of calendars and attendance registers				✓

Invoicing

The first annual invoice will be issued on commencement of the contract; subsequent invoices on the anniversary of the contract start date.

Add-on services

We can also help you transform the way your residents interact with you in relation to other service areas, including:

- Street, highway and environment fault reporting (e.g. potholes, fly-tipping, public rights of way etc.)
- Waste (residential and commercial bin day checks, bulky/green waste subscriptions, missed collection reports, etc.)
- Environmental health reporting (private reporting and case management)
- Freedom of Information request management
- and more

Within the G-Cloud 15 framework look for the SocietyWorks Suite, which will allow you to combine our citizen-centred products and take a cohesive approach to your interactions with residents for your statutory duties.

Business readiness and scoping programme

Having worked with local authorities for over 20 years, we understand the pressures implementing new software or services can create.

We offer a business readiness and scoping programme, designed to support you in achieving manageable transitions throughout and after the implementation of your ApplyWorks service.

Our experienced service designers will work with you to design a programme that works your local authority – engaging early with the departments that might be impacted by changes, exploring solutions that work across and between teams, identifying risks to be mitigated ahead of time, and delivering a clear set of requirements for your ApplyWorks instance, taking into consideration your specific needs and future service improvements.

We offer two options depending on your requirements:

1. Rapid review (£6,750 + VAT)

A focused, 5-day evaluative programme to quickly understand your organisation's readiness for digital change. We will help you to identify key risks, gaps and opportunities, and provide clear, prioritised actions that can be taken immediately.

2. Deep dive (£13,500 + VAT)

An in-depth, 10-day engagement for larger councils or authorities with the most complex needs. Working closely with your teams, we will help you to explore challenges in detail, assess readiness across multiple areas, and support you in shaping a clear and realistic approach to digital transformation.

Ordering

Contact SocietyWorks to order.

mail: enquiries@societyworks.org