

Service Pricing

Item	Description	One Year Price
Private Cloud Hosting - Small	0 – 2,500 Users	£22,187.52
Private Cloud Hosting - Medium	2,501 – 7,500 Users	£33,435.36
Private Cloud Hosting - Large	7,501 – 10,000 Users	£40,677.12
Cinos Cloud UC	Professional Licence - Cisco Enterprise Agreement to include telephony and UC, voicemail and unified messaging, MS Teams integration and B2B calling minimum 250 users)	£59.04 per user
	Common Area Add-on	£29.55 per device
	Access Add-on	£19.81 per device
	Voicemail Add-on	£22.87 per user
	CUBE SBC Licence	£22.79 per channel
Cisco Webex Calling	Professional Licence - Cisco Enterprise Agreement to include multiple devices for user telephony and UC, voicemail and unified messaging, MS Teams integration and B2B calling (minimum 250 users)	£83.21 per user
	Standard Licence - Cisco Enterprise Agreement to include single devices for user telephony and UC and unified messaging	£70.31 per user

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	Common Area Add-on	£46.98 per device
	Customer Assist	£300.18 per user
	Attendant Console	£528.67 per user
	EA Suite Meetings and Calling	£126.33 per user
Switchboard	Arc Operator Licence	£2,488.86 One off cost
	Arc Supervisor Licence	£1,960.00 One off cost
	Arc Wallboard Licence	£392.04 One off cost
Video Conferencing	Device Registration Licence	£301.01 per device
	Rich Media Session Licence	£199.32 per concurrent call
	Webex Meetings - Cisco Named User Meetings Based on minimum 5 users. Individual users on mobile / tablet / laptop / web	£210.57 per user
	Webex Events - Cisco Named User Webex Events	£1,627.04 per user
	CVI MS Teams interop	£402.67 per device
	Eleveo 1 - Search & replay, lifecycle management, compliance and security for calls. (SaaS)	£126 per user
Call Recording / WFO / WFM		

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	Eleveo 2 - Quality Management, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	£252 per user
	Eleveo 3 - Quality Management, Screen Capture, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	£297 per user
	Eleveo 4 - Quality Management, Screen Capture, Workforce Management, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	£405 per user
	Eleveo 5 - Automated Quality Management, Screen Capture, Speech Analytics, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	£405 per user
	Eleveo 6 - Automated Quality Management, Screen Capture, Speech Analytics, Workforce Management, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	£495 per user
	Eleveo 7 - Call Recording, Automated Quality Management, Screen Capture, Speech Analytics, AI for Speech Analytics, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	£495 per user

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	Eleveo 8 - Call Recording, Automated Quality Management, Screen Capture, Speech Analytics, Workforce Management, AI for Speech Analytics, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	£540 per user
	Eleveo Workforce Management: Multi-Channel Forecasting, Auto "AI" Scheduling (multi-skill, multi-channel), Schedule Adherence (interactive report), Real-Time Adherence with push notifications, Agent Portal (schedule view, sync with native iOS/Android calendars), Automatic & Manual data import.	£108 per user
Connectivity Services	Connectivity Token Connectivity costs are dependant on site address and bandwidth and resilience options.	£500 per token
SIP	SIP Channel	£78 per channel per year

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Professional Services

Item	Description	Day Rate
Cinos Professional Services Regular Hours: 08:00 – 18:00 Monday to Friday excl. Bank Holidays OOH: All other times.	Lead Consultant Architect	£1600.00
	Solution Architect	£1200.00
	Solution Architect OOH	£1800.00
	Provisioning Engineer	£800.00
	Provisioning Engineer OOH	£1200.00
	Project Management	£1000.00
	Project Management OOH	£1500.00
	Project Coordination	£500.00
	Project Coordination OOH	£750.00

Support and Managed Services

Item	Description	Token Cost
Cinos Support Managed Service	Support Token	£100 per Token

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Pricing Commentary

All potential buyers will be entitled to free of charge business engagement and discovery to understand your requirement, and on completion of this engagement, will be provided with a quote in line with your specific requirements. Pricing presented is based on the maximum charges applicable, and in the instance of Cinos being invited to a competitive selection process, all Buyers may benefit from additional discounts based on their specific requirements.

If taking the Cisco option, all capital costs within our service may be OPEX optimised through using Cisco Finance.

For further information please contact bids@cinos.co.uk.

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