



SARD

Pricing Structure

G-Cloud 15

SARD Systems:

eRostering

January 2026

A joint venture with Oxleas
NHS Foundation Trust



Pricing Structure:

At SARD we are transparent with our costing models to ensure you know exactly what you would pay and why. We like to ensure you have all the relevant information available to make an informed decision. To that end there are no hidden costs, what you see is what you will pay.

There are three key factors which we consider when calculating a price, which are:

1. Number of modules purchased
2. Number of users
3. Length of contract

Number of modules:

We operate on the premise of 'More for Less', essentially the more modules you look to procure the cheaper comparatively these modules are per head. As all our systems are based on the same platform, they interface with each other and are supported by the same internal customer support team, we can pass these cost savings on to the client. Further details on additional SARD modules are available upon request.

Number of users:

The simple truth is, as with any commodity, the more you take the cheaper it becomes, and this is no different. As such we have a sliding scale of costs. This is not to penalise smaller trusts by charging more per head, but instead to ensure that we deliver the exact same level of service you should expect from us. As we offer the highest quality customer support, we must maintain a reasonable minimum viable cost point.

Length of contract:

For any provider of a system or service, the longer the contract the greater level of security it provides to both parties. For us it means we can ensure that we have the correct resource to support the partnership through the life of the contract. This is particularly important to us as our success has been based on our customer service from the first meeting to the end of the contract. This long-term approach supports service continuity and stable customer relationships. We provide the same level of service whether it is a one-year contract or a five-year contract.

Typical Price Range

SARD eRostering typically costs between **£30 and £100** per user per annum, depending on user volumes, contract length, configuration, and scope of deployment.

The licence cost provides access to the SARD eRostering system and standard support services, as outlined below. In addition, a number of **optional implementation and support services** may be required or selected

depending on the Trust's internal capability, desired pace of implementation, and complexity of rostering arrangements. These services are scoped and priced separately and agreed in advance.

Optional services may include:

- Supported implementation services, typically delivered in the first year, including system setup, rota configuration, administrator training, and support through go-live
- Specialist workforce or rostering support, for example rota redesign, onboarding new staff groups, or resolving complex configuration queries
- Additional training or configuration support beyond the core administrator model
- Agreed system development or configuration changes, where requests fall outside the standard system configuration

Where optional services are required, pricing is typically agreed on a day-rate basis and confirmed prior to delivery. The requirement for any such services is assessed during pre-implementation planning and will depend on the Trust's objectives, readiness, and available internal resource.

All prices are quoted excluding VAT.

Included in Price

The licence cost for SARD eRostering includes access to the system and the following standard services:

- Use of the SARD eRostering system for the licensed number of users
- System maintenance and routine system updates
- Standard customer and technical support, provided internally by SARD
- Access to user and administrator documentation, including:
 - Online user and administrator guides
 - Quick start guides
 - Video tutorials

Support is available to all users of the system via online chat and telephone during standard business hours and is managed directly by SARD.

Included within the licence price is a built-in tolerance of 10% for additional users within each contract year. This allows the Trust to add up to 10% more users than originally licensed without additional charge. At the end of each year, the Trust and SARD will review actual user numbers, and any increase beyond the agreed tolerance will be charged at the same per-user rate.

There are no additional charges within the licence cost unless the Trust requires:

- Optional services outlined above
- Support beyond standard first-line support
- Expansion beyond the licensed number of users and tolerance

Invoicing Process

Typically we invoice on an annual basis across the term of the contract in advance of on-going provision. We are however happy to discuss payment terms prior to implementation.

Multiple Product Purchase

We are always happy to discuss costing discounts based on multiple product purchases.