



A Netcall Company

CONNECTING COMMUNITIES

# Cloud Software Pricing

For Cloud Software Services on G-Cloud 15

# **Jadu is on a mission to become the world's most accessible digital platform.**

Our documents are presented in an open format to ensure the content is accessible to everyone.

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# Jadu Digital Platform Product Bundles

## Overview

We offer a simple four step model to determine the price of buying a Jadu Digital Platform Bundle:

1. Choose what type of organisation you are
2. Choose what functionality you are looking for
3. Choose what optional extras you need
4. Choose what level of implementation support you need

## What type of organisation are you?

Our digital platform prices are determined in two ways. For local government, pricing is based on population banding. For other organisations, pricing is based on the anticipated demand from each organisation for our infrastructure and support services. To determine the most suitable pricing tier for your organisation, please refer to the tables below.

| Local Government |                 |               |
|------------------|-----------------|---------------|
| Band             | Population from | Population to |
| Band 1           | 1               | 70,000        |
| Band 2           | 70,001          | 100,000       |
| Band 3           | 100,001         | 130,000       |
| Band 4           | 130,001         | 150,000       |
| Band 5           | 150,001         | 200,000       |
| Band 6           | 200,001         | 275,000       |
| Band 7           | 275,001         | 350,000       |
| Band 8           | 350,001         | 450,000       |
| Band 9           | 450,001         | 550,000       |
| Band 10          | 550,001         | 650,000       |
| Band 11          | 650,001         | 750,000       |
| Band 12          | 750,001         | 1,200,000     |

| Product tier size | Education     | Health      | Other Organisation Type |
|-------------------|---------------|-------------|-------------------------|
| Small             | School        | GP          | Less than 100 FTE       |
| Medium            | College       | Hospital    | 101 - 250 FTE           |
| Large             | Multi-Academy | Trust       | 251 - 499 FTE           |
| Enterprise        | University    | Acute Trust | Greater than 500 FTE    |

# What functionality are you looking for?

We offer a number of unique packages for our customers that are aligned to their needs. Each element is described below, if you require a full functional matrix this is provided in the “Feature comparison” section of this document.

## **Content Management:**

Use our no-code, secure and flexible web Content Management System to create, publish and manage accessible, user-first websites. Be a part of delivering accessible, responsive and award-winning websites.

## **Dynamic Forms:**

Build accessible online forms using no-code, to capture customer data ready for transfer to other systems for further storage and processing. Use branching rules and logic to lead the customer along different optimised journeys.

## **Case Management:**

Our case management and CRM solution is a web-based customer experience management service for customer case resolution and self-service. Jadu Connect lets your customers interact with you to solve their issues and provides tracking, updates & notifications about their case. Jadu Connect is suitable for handling different types of customer interactions such as complaints, disputes, requests, applications, subscriptions and more.

## **Galaxies:**

Our platform offers multi-site deployment, meaning self-contained, accessible microsites/websites called ‘Galaxies’ each with their own, secure content management interface. Users are able to create and manage separate sites in one place.

## **Agent-Ex: Search:**

Provides a fast, intelligent way for staff and website visitors to find the information they need, wherever it lives across the organisation. By combining search with natural-language understanding of intent, the service delivers comprehensive, trustworthy results with minimal effort. Agent-Ex: Search understands both written and spoken queries in a wide range of languages, even when your site’s content is primarily provided in English. The product automatically detects the user’s language, interprets their query and delivers a clear response back in that same language, translating the underlying content on the fly. This ensures residents can access, understand and act on information quickly, without needing specialist assistance or relying on English proficiency.

## Core Platform Bundles Functionality

| Functionality      | Jadu Central Lite    | Jadu Central | Jadu Connect | Jadu Digital Platform Lite | Jadu Digital Platform |
|--------------------|----------------------|--------------|--------------|----------------------------|-----------------------|
| Content Management | Partial <sup>1</sup> | Yes          | No           | Partial <sup>1</sup>       | Yes                   |
| Dynamic Forms      | Yes                  | Yes          | No           | Yes                        | Yes                   |
| Case Management    | No                   | No           | Yes          | Yes                        | Yes                   |
| Galaxies           | No                   | Yes          | No           | No                         | Yes                   |

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<sup>1</sup> please see our “Feature comparison” section of this document for full details.

# Core Platform<sup>2</sup> Pricing

For Local Government customers, the pricing per month is in the following table.

| Band    | Jadu Central Lite | Jadu Central | Jadu Connect | Jadu Digital Platform Lite | Jadu Digital Platform | Agent-Ex: Search | Agent-Ex Search Included AI Units (per month) |
|---------|-------------------|--------------|--------------|----------------------------|-----------------------|------------------|-----------------------------------------------|
| Band 1  | £3,950            | £4,340       | £1,525       | £4,080                     | £5,865                | £1,795           | 50,000                                        |
| Band 2  | £4,120            | £4,530       | £1,590       | £4,255                     | £6,120                | £2,485           | 125,000                                       |
| Band 3  | £4,290            | £4,720       | £1,660       | £4,435                     | £6,380                | £2,805           | 175,000                                       |
| Band 4  | £4,460            | £4,915       | £1,730       | £4,610                     | £6,640                | £3,060           | 225,000                                       |
| Band 5  | £4,635            | £5,105       | £1,800       | £4,790                     | £6,900                | £3,345           | 275,000                                       |
| Band 6  | £4,805            | £5,295       | £1,870       | £4,970                     | £7,160                | £3,820           | 375,000                                       |
| Band 7  | £4,980            | £5,485       | £1,940       | £5,150                     | £7,420                | £4,335           | 500,000                                       |
| Band 8  | £5,150            | £5,675       | £2,010       | £5,325                     | £7,680                | £4,605           | 650,000                                       |
| Band 9  | £5,320            | £5,865       | £2,075       | £5,505                     | £7,940                | £4,870           | 800,000                                       |
| Band 10 | £5,495            | £6,055       | £2,145       | £5,680                     | £8,200                | £5,125           | 950,000                                       |
| Band 11 | £5,665            | £6,245       | £2,215       | £5,860                     | £8,460                | £5,410           | 1,125,000                                     |
| Band 12 | £5,840            | £6,440       | £2,285       | £6,040                     | £8,720                | £6,085           | 1,550,000                                     |

## <sup>2</sup> Core Platform Notes:

A subscription to any product containing Jadu Central includes:

- Gold hosting (single server infrastructure) for one LIVE and one NON-LIVE environment. If you add Jadu Connect to your platform this will be held on secure multi-tenant infrastructure.
- Standard support for Jadu Central
- Unlimited licensed users
- Access to online foundation training

A subscription to any product containing Jadu Connect includes:

- Secure multi-tenant infrastructure
- One NON-LIVE environment
- Unlimited licensed users

Please note:

- All subscriptions begin from the moment access is provided to any environment

Any existing customers who currently hold a perpetual licence for any of the products can purchase Jadu Core Platform services on subscription at a reduced rate. Please see "Cloud Core Platform Pricing for Established Jadu License Customers" on page 20.

For other organisations, once you have selected your organisation type and the functionality required, please use the table below to see our core platform pricing for your specific needs.

| Product Tier size | Jadu Central Lite (Monthly) | Jadu Central (Monthly) | Jadu Connect (Monthly) | Jadu Digital Platform Lite (Monthly) | Jadu Digital Platform (Monthly) | Agent-Ex Search (Monthly) | Agent-Ex Included AI Units (per month) |
|-------------------|-----------------------------|------------------------|------------------------|--------------------------------------|---------------------------------|---------------------------|----------------------------------------|
| Small             | £3,950                      | £4,345                 | £1,525                 | £4,080                               | £5,865                          | £3,390                    | 50,000                                 |
| Medium            | £4,330                      | £4,770                 | £1,675                 | £4,480                               | £6,440                          | £3,727                    | 100,000                                |
| Large             | £4,710                      | £5,180                 | £1,830                 | £4,870                               | £7,010                          | £4,100                    | 150,000                                |
| Enterprise        | £5,840                      | £6,440                 | £2,290                 | £6,040                               | £8,720                          | £5,125                    | 200,000                                |

## Additional Items

| Item                  | Included                   | Increase included items               | Overuse (one-off)   |
|-----------------------|----------------------------|---------------------------------------|---------------------|
| Storage               | 100GB                      | £85 (per month)<br>per 100GB          | £1.10<br>per 1GB    |
| AI Units <sup>3</sup> | (see Bands in table above) | £475 (per month)<br>Per 250,000 units | £0.0029<br>Per unit |

## Available discounts

Pricing and the discounts outlined in this document apply to a 12-month term and for individual solutions only.

We recognise that while many customers share similar requirements, each organisation also has unique needs. Jadu can offer discounts based on existing client subscriptions, volumes, multi-year and/or multi-solution agreements. With this in mind, Jadu is open to discussing additional discounts for multi-solution packages or extended-term agreements.

## Indexation

With effect from the end of the initial term any extension options in the call off agreement will be subject to an increase in price equal to the previous month's 12 months' rate for the retail prices index ("RPI") plus 2%.

<sup>3</sup> AI unit typical usage, 50 per text search, 10 per minute for Transcription, 50 per minute for TTS Playback.

# What optional extras do you need?

## Subscription Enhancements

The Jadu Digital Platform can be extended and enhanced in many ways, from infrastructure upgrades, to add-on modular software that deliver considerable business benefit. These enhancements are available for Jadu Central, Jadu Central Lite, Jadu Digital Platform and Jadu Digital Platform Lite Subscriptions.

## Platform Enhancements

| Optional Extras                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Monthly Subscription                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Add Jadu Gateway secure Intranet Access module<br><i>A powerful and secure add-on product that enables secure, external access to an Intranet built on the Jadu Central Web Content Management System, providing employees and partners who have no corporate email address with secure access to Intranet content such as HR policies, Project information and digital services.</i>                                                                                                                                                                                               | <b>£1,350</b>                                                                                                    |
| Jadu Galaxies Microsite or full site deployment system<br><i>Add the ability to design, build and deploy additional Web Content Management Systems and Microsites with Jadu Galaxies. This licence expansion enables more sites to be deployed in a multi-tenant architecture on a single instance of Jadu Central. Galaxies High Usage Licences (banded) for Live out of the box template Galaxies Sites (excluding customisations)</i>                                                                                                                                            | <b>0-20 Galaxies £0</b><br><b>21-50 Galaxies £65</b><br><b>51-150 Galaxies £100</b><br><b>150+ Galaxies £130</b> |
| Agent-Ex: Search<br><i>A fast, intelligent way for staff and website visitors to find the information they need, wherever it lives across the organisation. By combining search with natural-language understanding of intent, the service delivers comprehensive, trustworthy results with minimal effort. The platform periodically crawls a website, indexing content from multiple data sources where required. Queries can be made in plain English, enabling citizens to search for services and find assistance without needing to know where the information is stored.</i> | <b>See Core Platform Pricing page 6</b>                                                                          |

## Service / Infrastructure Enhancements

### Infrastructure Tiers

| Gold Environment                 | Platinum Environment                                                                                      |
|----------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Single server</b> environment | <b>Multi-server<sup>4</sup></b> environment configured as High Performance (HP) OR High Availability (HA) |

<sup>4</sup> Jadu has two PLATINUM multi-server variant architecture on offer:

- High Performance (all servers in one data centre to ensure optimum performance)
- High Availability (servers spread across multiple data centres to provide optimum availability)

| Optional Extras                                                                                     | Monthly Subscription<br>(additional cost) |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------|
| Upgrade to Platinum hosting for LIVE environment <sup>4</sup>                                       | <b>£1,653</b>                             |
| Upgrade to Platinum hosting for NON-LIVE environment <sup>4</sup>                                   | <b>£735</b>                               |
| Add Gold DR environment <sup>5</sup>                                                                | <b>£475</b>                               |
| Add Platinum DR environment <sup>5</sup>                                                            | <b>£1,250</b>                             |
| Add Enhanced DDOS mitigation                                                                        | <b>£200</b>                               |
| Additional NON-LIVE Gold environment - Jadu Central & Central Lite <sup>6</sup>                     | <b>£210</b>                               |
| Additional NON-LIVE Gold environment - Jadu Connect <sup>6</sup>                                    | <b>£265</b>                               |
| Additional NON-LIVE Gold environment - Jadu Digital Platform and Digital Platform Lite <sup>6</sup> | <b>£450</b>                               |
| Enhanced server processing capacity on GOLD (additional 4 vCPUs and 8GB memory) <sup>7</sup>        | <b>£200</b>                               |
| Enhanced server processing capacity on PLATINUM (additional 4 vCPUs and 8GB memory) <sup>7</sup>    | <b>£550</b>                               |
| Enhanced server storage capacity on GOLD (additional 100GB disk space) <sup>8</sup>                 | <b>£150</b>                               |
| Enhanced server storage capacity on PLATINUM (additional 100GB disk space) <sup>8</sup>             | <b>£300</b>                               |

<sup>5</sup> Where an optional DR implementation is purchased, this will match the chosen Live environment configuration (e.g. a GOLD Live infrastructure will result in a GOLD DR infrastructure and a PLATINUM Live infrastructure will result in a PLATINUM DR infrastructure).

<sup>6</sup> A Non-Live environment will contain the Jadu software and front end templates but will not have any of the content that is contained in the Live environment.

<sup>7</sup> Jadu uses the optimum hosting provider server instance types available at any given time so precise server specifications will change from time to time but a GOLD server will typically have a maximum of 4 vCPUs and 8GB memory and PLATINUM architectures will have a combined maximum of 12 vCPUs and 24GB memory.

<sup>8</sup> A GOLD & PLATINUM server will have 150GB of disk space available for content as standard. Any increases in storage capacity will need to be replicated to each of the PLATINUM server instances within the scaling group as well as the control node. File system backups will also incorporate this increase.

## Additional Support Enhancements

| Optional Extras                                                                                                                                                                          | Monthly Subscription<br>(additional cost) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Add Premium Galaxies site support<br><i>Named support access for individuals of a Galaxies site organisation, separate from the organisation providing the Jadu Platform<sup>9</sup></i> | <b>£525</b>                               |

### Software Support for Jadu

Each of the subscription packages listed above includes our standard support service and up to 10 registrations for Jadu Central Foundation training. Additional support options are provided in our Enhanced package, available as an add-on.

| Standard                                            | Enhanced Full Package                                                                                            |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| 5 support users                                     | 12 support users                                                                                                 |
| No retained service days                            | 10 days of professional services per annum to be drawn down as desired                                           |
| 4 Deployments per annum during business hours       | Deployments during business hours plus 6 out of hours deployments per annum                                      |
| 4 Deployments per annum to Jadu hosted environments | Deployments to Jadu hosted environments plus 6 deployments per annum to third-party hosted Non-Live environments |
| Included in Jadu Central subscription costs         | Add-on to subscription costs: <b>£1,365/month</b>                                                                |

### Subscription enhancements available.

| Optional Extras                                | Monthly Subscription<br>(additional cost) |
|------------------------------------------------|-------------------------------------------|
| Add additional Jadu support users (batch of 5) | <b>£400</b>                               |

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<sup>9</sup> Premium Galaxies site support provides additional users and support for Galaxies sites for Central and Central Lite and Full Digital Platform

# Premium Enhancements

As part of the Jadu platform, Premium Enhancements significantly extend the functionality and value to users. Premium Enhancements are pre-developed commercial applications, widgets, modules and integrations that have been user and accessibility tested to rapidly deliver value to how your organisation leverages the Jadu platform for delivery of digital self-service. *Note: setup for Premium Enhancements vary depending on product - see Jadu rate card.*

| Description                                                                                                                                                                                                                                                | Year One Implementation Costs <sup>10</sup> | Annual Subscription (per connector, does not include setup) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------|
| <b>Basic Enhancement</b><br>(For example <sup>11</sup> : OAuth Client Manager <sup>12</sup> , Premium Integration Connectors (see below), basic portal-page widgets e.g. Jadu Spotlight Widget <sup>13</sup> etc.)                                         | £POA                                        | £2,000                                                      |
| <b>Advanced Enhancement</b><br>(For example <sup>11</sup> : Jadu Enhanced Events Module, mygov.scot myaccount Single Sign-on etc.)                                                                                                                         | £POA                                        | £6,000                                                      |
| <b>Enterprise Enhancement</b><br>(For example <sup>11</sup> : Jadu AWS Bedrock AI and LLM suite, Brightly Siemens CONFIRM, Symology Asset Management, Veolia ECHO Waste Platform, Jadu Subscribe to Case, Jadu Signals Personalisation Engine module etc.) | £POA                                        | £15,000                                                     |

<sup>10</sup> Year One Implementation Costs are based on a standard install. Additional cost may apply for non-standard install.

<sup>11</sup> Listing not exhaustive

<sup>12</sup> The Jadu OAuth Client Manager is an additional feature within Jadu Connect that enables the creation and editing of additional OAuth clients within Jadu Connect for linking Jadu Connect authentication with third party systems. If you have a subscription for another Jadu SSO integration then the OAuth client has no additional subscription charge.

<sup>13</sup> Jadu Spotlight Global Content Management widget - Save time with smarter and dynamic content management - Enhance website consistency, personalisation and accessibility with the Jadu Spotlight Module. Requires approximately 4 to 5 days design services (see Lot 3). For a full list of back-office system integrations available, please visit the Jadu website <https://www.jadu.net/integrations>

# Premium Integration Connectors

As part of the Jadu platform, standard integrations with common lines of business systems are developed and released as part of the core software platform. These become available to all customers to use. In some cases professional services may be required for the implementation of an integration, which can be provided through our G-Cloud 'Cloud Support' schedule of rates.

| Description                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Jadu Premium Integration Connector (per connector)</b>                                                                                                                        |
| <b>Available Connectors include (but not exhaustive):</b>                                                                                                                        |
| Jadu Lexbot <sup>14</sup> Intelligent Chat                                                                                                                                       |
| Capita One Digital Portal Single Sign On Connector                                                                                                                               |
| NEC Software Solutions Housing Portal (HOL) Single Sign-On Connector <sup>15</sup>                                                                                               |
| NEC Software Solutions Citizen Access Benefits (CA-B) and Citizen Access Revenues (CA-R) Single Sign-On Connector <sup>15</sup>                                                  |
| Bartec Collective (v14+) Connector <sup>16</sup>                                                                                                                                 |
| Idox Cloud Integrations Hub Connector                                                                                                                                            |
| Capita Pay360 Integrations Hub Connector                                                                                                                                         |
| <b>Requiring additional Jadu HUBis subscription:</b>                                                                                                                             |
| NEC Software Solutions M3PP / Assure Integrations Hub Connector <sup>17</sup>                                                                                                    |
| Whitespace Integrations Hub Connector <sup>17, 18</sup>                                                                                                                          |
| Idox Uniform Integrations Hub Connector <sup>17</sup>                                                                                                                            |
| Blue Prism Connector <sup>17</sup>                                                                                                                                               |
| For a full list of back-office system integrations available, please visit the Jadu website<br><a href="https://www.jadu.net/integrations">https://www.jadu.net/integrations</a> |

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<sup>14</sup> An AWS account is a prerequisite and is not included in the pricing of the LexBot. Jadu offers Professional Services and Digital Consultancy which we recommend to customers exploring options to leverage AI and Robotic Process Automation

<sup>15</sup> Annual support for NEC based SSO also provides access to the OAUTH client manager. If you already have the OAuth Client Manager annual support then the relevant NEC integrations only have an initial set up charge.

<sup>16</sup> Bartec integrations require an element of professional services to configure and test the integration against your specific instance, as implementations of Bartec and the associated connector settings will vary between customers

<sup>17</sup> These connectors require an active Jadu HUBis subscription

<sup>18</sup> Whitespace integrations require an element of professional services to configure and test the integration against your specific instance, as implementations of Whitespace and the associated connector settings will vary between customers

# Optional Additional Applications

## Jadu Hub Integration Server (HUBis)

The Jadu HUB Integration Server product is required in cases where the customer has an externally hosted and managed Jadu Central environment or has a Jadu Connect tenant space either of which requires to integrate with a back office hosted system. In such cases, HUB Integration Server provides a common interface for integrating with supported third-party products. Professional services will be required for setup of each HUB Integration Server and can be purchased via Lot 3.

| Description                                                | Monthly Subscription |
|------------------------------------------------------------|----------------------|
| <b>Jadu HUB Integration Server</b><br>Hosted by Customer   | <b>£750</b>          |
| <b>Jadu HUB Integration Server</b><br>Cloud hosted by Jadu | <b>£1,200</b>        |

*The monthly cost above includes instances of the hub integration server for both live and test environments.*

## Jadu Payments Module (PayBridge)

Jadu PayBridge is a secure payment module for Jadu Central, Central Lite, Digital Platform Lite, and Digital Platform that integrates with leading back-office systems to provide a multitude of online payment facilities. A number of adapters are available for PayBridge. Professional services can be quoted on request based on the rate card.

| Description                                                | Set up cost | Annual Subscription |
|------------------------------------------------------------|-------------|---------------------|
| <b>Jadu Paybridge Module including one payment adapter</b> | <b>£POA</b> | <b>£8,000</b>       |
| <b>Additional PayBridge payment adapter</b>                | <b>£POA</b> | <b>£2,000</b>       |

# Idox SinglePoint

You'll need an NLPG-based address lookup service for the digital customer platform. If you do not already use either SinglePoint / Esri ArcGIS Enterprise/Server (using UK Data Loader), Jadu can provide SinglePoint via subscription. Professional services can be quoted on request based on the rate card.

| Description                                                                                                                                                                                                                                 | Initial Setup | Annual Support |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|
| <b>AddressBase Premium Full GB</b><br>Annual service including 6-weekly change-only updates, all patch releases and upgrades and standard changes                                                                                           | £POA          | £8,250         |
| <b>LLPG (hosted)</b><br>Annual service includes either daily or weekly change-only updates, all patch releases and upgrades and standard changes                                                                                            | £POA          | £4,125         |
| <b>Bundled AddressBase Premium Full GB and LLPG (hosted)</b><br>Annual service including 6-weekly change-only updates for ABP and either daily or weekly change-only updates for LLPG, all patch releases and upgrades and standard changes | £POA          | £11,000        |

*On-premise solutions are also available; contact Idox directly for more information.*

# What level of implementation services do you need?

At Jadu we recognise that ongoing success is often rooted in the approach taken at the time of implementation. To ensure you have the support your organisation needs to be successful, we offer a variety of implementation packages. These range from our basic package, which is designed for organisations that have the skills and capacity to do it themselves, all the way through to a managed service transformation implementation, where we do the heavy lifting for you.

Please note that all implementations require the Basic Implementation package as minimum.

## Jadu Digital Platform and Jadu Digital Platform Lite implementation services

| Functionality                                                | Basic (Minimum) | Enhanced | Discovery | Full | Transformation |
|--------------------------------------------------------------|-----------------|----------|-----------|------|----------------|
| Implementation project management                            | Yes             | Yes      | Yes       | Yes  | Yes            |
| Products installed and configured                            | Yes             | Yes      | Yes       | Yes  | Yes            |
| Digital platform training                                    | Yes             | Yes      | Yes       | Yes  | Yes            |
| Number of As-Is processes implemented <sup>19</sup>          | 1               | 10       | 1         | 20   | 50             |
| Process redesign included <sup>20</sup>                      | No              | No       | No        | Yes  | Yes            |
| Digital discovery, planning and prioritisation <sup>21</sup> | No              | No       | Yes       | Yes  | Yes            |
| Enhanced implementation change management <sup>22</sup>      | No              | No       | No        | No   | Yes            |

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<sup>19</sup> An As-Is process is defined as a process that already exists in either an existing digital platform or as a clearly defined manual process that is configured on the Jadu Digital Platform in its current state.

<sup>20</sup> Process redesign uses process analysis workshops and service design techniques to improve the current process and optimise workflow. Where this option is not selected processes will be addressed as 'lift and shift' onto the Jadu Digital Platform.

<sup>21</sup> Digital discovery, planning and prioritisation provides the expertise and support required to understand and define the optimum roadmap for implementing and maximising your use of the Jadu Digital Platform.

<sup>22</sup> Enhanced implementation change management produces a tailored change and communications approach and detailed plans to support people and processes through deployment to successful embedding of the platform.

## Jadu Connect implementation services

| Functionality                                                | Basic<br>(Minimum) | Enhanced | Discovery | Full | Transformation |
|--------------------------------------------------------------|--------------------|----------|-----------|------|----------------|
| Implementation project management                            | Yes                | Yes      | Yes       | Yes  | Yes            |
| Products installed and configured                            | Yes                | Yes      | Yes       | Yes  | Yes            |
| Digital platform training                                    | Yes                | Yes      | Yes       | Yes  | Yes            |
| Number of As-Is processes implemented <sup>23</sup>          | 1                  | 10       | 1         | 20   | 50             |
| Process redesign included <sup>24</sup>                      | No                 | No       | No        | Yes  | Yes            |
| Digital discovery, planning and prioritisation <sup>25</sup> | No                 | No       | Yes       | Yes  | Yes            |
| Enhanced implementation change management <sup>26</sup>      | No                 | No       | No        | No   | Yes            |

<sup>23</sup> An As-Is process is defined as a process that already exists in either an existing digital platform or as a clearly defined manual process that is configured on the Jadu Digital Platform in its current state.

<sup>24</sup> Process redesign uses process analysis workshops and service design techniques to improve the current process and optimise workflow. Where this option is not selected processes will be addressed as 'lift and shift' onto the Jadu Digital Platform.

<sup>25</sup> Digital discovery, planning and prioritisation provides the expertise and support required to understand and define the optimum roadmap for implementing and maximising your use of the Jadu Digital Platform.

<sup>26</sup> Enhanced implementation change management produces a tailored change and communications approach and detailed plans to support people and processes through deployment to successful embedding of the platform.

## Jadu Central and Jadu Central Lite implementation services

| Functionality                     | Basic<br>(Minimum) | Enhanced       | Discovery      | Full           | Transformation |
|-----------------------------------|--------------------|----------------|----------------|----------------|----------------|
| Implementation project management | Yes                | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| Products installed and configured | Yes                | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| Digital platform training         | Yes                | Not Applicable | Not Applicable | Not Applicable | Not Applicable |

## Implementation Services Pricing

We are happy to provide implementation services in line with the packages detailed above or to suit your specific bespoke requirements and budgetary needs.

Our bespoke implementation packages are built on top of the basic implementation package for the selected platform and tailored to your requirements.

All implementation services are based on Jadu's rate card.

### Agent-Ex: Search implementation services

Agent-Ex: Search implementation package is fixed price on request.

#### Core Platform Notes:

A subscription to any product containing Jadu Central includes:

- Gold hosting (single server infrastructure) for one LIVE and one NON-LIVE environment. If you add Jadu Connect to your platform this will be held on secure multi-tenant infrastructure.
- Standard support for Jadu Central
- Unlimited licensed users
- Access to online foundation training

A subscription to any product containing Jadu Connect includes:

- Secure multi-tenant infrastructure
- One NON-LIVE environment
- Unlimited licensed users

Please note:

- The below Optional Extras are part of the pricing for Established Jadu License Customers only
- All other Optional Extras are compatible with Established Jadu License Customers pricing and are listed above
- Jadu Connect as a sole product is not available under the Established Jadu License Customers pricing

| Optional Extras for Established Jadu License Customers                                                                                                                                                                    |  | Monthly Subscription<br>(additional cost) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------|
| Add additional Jadu support users (batch of 5) - for Established Jadu License Customers                                                                                                                                   |  | <b>£260</b>                               |
| Add Premium Galaxies site support - for Established Jadu License Customers<br><br><i>Named support access for individuals of a Galaxies site organisation, separate from the organisation providing the Jadu Platform</i> |  | <b>£290</b>                               |

## Jadu SFIA Ratecard

|                                    | Strategy and architecture | Change and transformation | Development and implementation | Delivery and operation | People and skills | Relationships and engagement |
|------------------------------------|---------------------------|---------------------------|--------------------------------|------------------------|-------------------|------------------------------|
| 1. Follow                          | £780                      | £780                      | £780                           | £780                   | £780              | £780                         |
| 2. Assist                          | £950                      | £950                      | £950                           | £950                   | £950              | £950                         |
| 3. Apply                           | £1,140                    | £1,140                    | £1,140                         | £1,140                 | £1,140            | £1,140                       |
| 4. Enable                          | £1,340                    | £1,340                    | £1,340                         | £1,340                 | £1,340            | £1,340                       |
| 5. Ensure, advise                  | £1,480                    | £1,480                    | £1,480                         | £1,480                 | £1,480            | £1,480                       |
| 6. Initiate, influence             | £1,785                    | £1,785                    | £1,785                         | £1,785                 | £1,785            | £1,785                       |
| 7. Set strategy, inspire, mobilise | £1,940                    | £1,940                    | £1,940                         | £1,940                 | £1,940            | £1,940                       |



A Netcall Company

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