

G-Cloud 15 Pricing

Panacea Language Services Management

Panacea Language Services Management is an automated SaaS solution designed to coordinate and manage the delivery of language services across organisations and service areas. It supports the management of interpreting and translation requests for telephone, online and face-to-face appointments, providing a structured, user-friendly platform for clients, administrators and suppliers to collaborate efficiently.

The solution provides configurable workflows for managing language service demand, including single or multiple-language requests, one-off or repeat bookings, and support for languages, braille and BSL. It enables organisations to manage in-house, freelance and agency suppliers, with automated pricing, RFQs, booking confirmations, timesheets, expense capture, supplier invoicing and client charging.

Panacea Language Services Management can be used as a standalone operational system or integrated with Panacea Software modules, including Panacea Sourcing, to support controlled and auditable supplier qualification processes. This flexible approach supports efficient service delivery, improved oversight and the ability to adapt to changing service needs.

Users

Most Panacea Software users have Free User access. Typical roles for Panacea Language Services Management include:

Key User roles:	Free User roles:
T&I Administrator	Client
T&I Buyer	T&I Supplier

More information about these user roles can be found on our website, [here](#).

"Our Interpreting and Translation Service provides language services to a growing client base, including Leeds City Council and a large number of public and private sector organisations. We use Panacea Software as our management system to provide a user-friendly online portal for our clients and our interpreters, and to automate much of the time-consuming work involved in sourcing and booking interpreters, monitoring their service and managing payments and invoicing.

"With Panacea, my team has created an efficient and transparent workflow to support the valuable service our clients rely on to help thousands of people understand and engage in the wide range of services they offer."

Jane Grant, Advice and Access Manager, Leeds City Council



Price

The prices below exclude VAT and include an **unlimited number of Free Users**:

Annual Subscription fee¹

Company Subscription includes 2 x Key Users and an unlimited number of Free Users	Panacea Language Services Management	Optional module
		Sourcing
Company Subscription ¹	£14,690	£2,450

Option to add Additional Key Users

Annual Subscription ¹	Panacea Language Services Management	Sourcing
Bundle of 5 x Key Users	£5,900	£1,000
Bundle of 10 x Key Users	£11,760	£1,190

Implementation and onboarding

One-off fees	Fixed Price	Daily rate
Software set-up ²		£990
Train-the-trainers ³		£990
Free user drop-in sessions ⁴		£990
Data migration ⁵		£990
Finance system integration ⁶		£990
Single sign-on ⁷	£495	

¹ Annual subscription fees are payable annually in advance. Our maintenance and award-winning support services are included in this fee.

² Set-up fees are charged on a per-implementation basis and are calculated using the published daily rate, depending on the scope and requirements. Fees include project management, data migration, configuration, testing, implementation and branding of the chosen package and users.

³ We recommend a train-the-trainer approach, in which we train your lead users into internal trainers for your company and support them at their initial Key User training sessions.

⁴ To encourage a smooth transition for your suppliers, evaluators and stakeholders we host online onboarding and training sessions for your Free User roles.

⁵ Data migration includes planning, mapping, testing and importing of your data from your legacy solution(s) onto Panacea Software.

⁶ Panacea Software integrates with the subscriber's ERP or finance system via API or automated SMTP transfer to support supplier invoice payment processing, and client charging. Configuration and testing of this interface are fulfilled within the implementation phase.

⁷ We recommend and can enable single sign-on for your organisation via MS Entra ID (formerly Azure AD).



⁸ Enterprise Subscription is available for organisations requiring a higher number of Key Users. Enterprise Subscription Fees attract the following discounts to our standard rates for additional key users: 5 % discount for 15+ Key Users; 10% discount for 31+ Key Users; 15% discount for 51+ Key Users; 20% discount for 101+ Key Users; 50% discount for 201 + Key Users.

⁹ Annual subscription fees to Panacea Software include storage of up to 50GB of data. Additional storage is charged per GB per annum as follows: 51-150GB at £4.95 per GB, 151-550 GB at £4.40 per GB, 551-1000GB at £3.85 per GB, 1001+ GB priced using the same tiered approach.

¹⁰ Additional Panacea Software modules and functionality can be added to the platform for the fees published for these services on G-Cloud 15.

Please email tenders@panacea-software.com or call 0207 976 0116 if you require any further information.

"Our busy Translation and Interpreting Service provides written translations and interpreters to attend online, telephone and face-to-face appointments supporting over forty languages, BSL and specialist services for court hearings, etc. We use Panacea Software to provide an interactive, online portal for our clients allowing them to order and manage their requirements. It generates instant fee quotes according to our pricing agreement with each client organisation, and captures their cost codes or purchase orders to simplify the charging process.

"Panacea Software automatically allocates bookings to appropriately qualified interpreting and translators on our register, according to their availability, skills and location. Our suppliers accept and manage their bookings on the mobile-enabled supplier portal. They submit timesheets, translated documents and any expense claims directly on the software. It streamlines the management of changes and cancellations and processes charging and payments through an interface with our finance and payroll systems. We use the software to manage due-diligence checks and training for our suppliers.

"We work closely with Panacea's support team and find them to be responsive, proactive and helpful. The software creates a valuable, end-to-end workflow enabling us to provide invaluable language services to our clients and their service-users."

Tia Corkish, Digital Services Manager, Bristol City Council