

Zoom Contact Center

G-Cloud 15 (RM1557.15)

Pricing - ArvatoConnect

Pricing Overview

While we have provided a rate card for our products and services, we are also able to offer commercial models that best suit your business drivers and volume requirements, for example transaction-based pricing aligned to business outcomes.

Contact Centre Licences

Product	Details	Price per user per month (billed annually)
Essentials	Inbound omnichannel contact centre with VoC	£48.99
Premium	Inbound & outbound omnichannel (including social channels) contact centre with Co-browse	£79.20
Elite	Omnichannel contact centre including AI Expert Assist and Workforce Engagement Management	£119.20

Add Ons

Product	Price per user per month (billed annually)
AI Expert Assist	£32.00
Virtual Service Phone Number	£4.00
Workforce Management	£14.80
Quality Management	£24.00
Advanced Quality Management	£48.00

Rate Card

The Skills for the Information Age (SFIA) Definitions and rate card will be used to determine the project cost based on its agreed scope. The SFIA Definitions and rate card document is set out below. The rates set out below are for UK-based resource

	Strategy and architecture	Change & Transformation	Development & Implementation	People & Skills	Delivery & Operation	Relationships & Engagement
1. Follow	£500.00	£300.00	£400.00	£500.00	£500.00	£300.00
2. Assist	£550.00	£325.00	£450.00	£550.00	£550.00	£350.00
3. Apply	£600.00	£350.00	£500.00	£600.00	£600.00	£400.00
4. Enable	£700.00	£450.00	£700.00	£700.00	£700.00	£450.00
5. Ensure, advise	£800.00	£550.00	£900.00	£800.00	£800.00	£550.00
6. Initiate, Influence	£900.00	£650.00	£1,100.00	£900.00	£900.00	£650.00
7. Set Strategy, Inspire, mobilise	£1,000.00	£750.00	£1,500.00	£1,000.00	£1,000.00	£750.00

Notes:

- Consultants are onshore (i.e. UK-based)
- Consultant's Working Day: 8 hours exclusive of travel and lunch
- Working Week: Monday to Friday, excluding UK Public Holidays
- Office Hours: 09:00 – 17:00 Monday to Friday
- Travel and Subsistence: Payable at customer standard T&S rates
- Professional Indemnity Insurance: Included in day rate
- All rates exclude VAT

Terms and Conditions

Full terms and conditions have been attached separately.

Further Information

For further information about this or any of our G-Cloud services, please contact us as follows:

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