Embridge
CONSULTING

HeyCentric™

Pricing Document

Abstract

This document contains HeyCentric's G-Cloud Pricing Document.

All information contained within this document is publicly available.

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1. Executive Summary

HeyCentric Income Manager is a cloud-based income management solution that includes multiple secure payment channels and seamless integrations with a wide range of enterprise ERP systems. It provides organisations with an agile, secure and easy way to collect income from customers, citizens and students as well as carefully accounting for that income and ensuring it is automatically allocated and reconciled.

HeyCentric empowers teams and better equips them to process and reconcile income via our multi-channel payment systems (or third-party payment systems). A powerful and highly customisable interface and set of tools allows business users to set up the system in a way that best suits the workflow of their organisation and benefits from being securely delivered with HeyCentric's managed cloud SaaS platform. This maximises your security posture, ensures continual security updates / compliance and removes the need for costly and time-consuming interventions from already stretched IT teams.

All payment channels benefit from being PCI DSS compliant, ensuring that wherever possible your organisation is placed outside the scope for PCI DSS. Powerful fraud prevention technologies are baked both into the income management solution and omni-channel payments, with business users being given total visibility of any flagged transactions from within the application where they can take appropriate action.

2. Income Manager - Indicative Pricing

Price information for a fully cloud-hosted Income Management system, including all available modules, is dependent on several configurable factors that influence both the platform subscription and the associated service delivery. These factors include organisational scale, transaction volumes, and the scope of services required.

In line with requirements, HeyCentric has provided a transparent pricing document that acts as an indicative guide and pricing calculator. This is based on three representative system sizes, reflecting comparable customer deployments, and demonstrates typical pricing structures for each.

Pricing is determined by the size of the organisation, defined primarily by annual turnover and transaction volume. These metrics are used to proportionately size the solution and ensure pricing reflects the anticipated level of usage and service demand.

Indicative tiered pricing is aligned to the following annual turnover bands:

- **Tier 1:** £400m – £1bn
- **Tier 2:** £100m – £399m
- **Tier 3:** Up to £99m

For organisations with annual turnover in excess of £1bn, pricing is available on request to ensure an appropriate and proportionate solution is proposed.

2.1 Pricing Table

HeyCentric has split licensing down further based on functionality and priced accordingly.

Indicative pricing for each functionality bundle is displayed in the table.

Core Pricing Bundles	Tier 3	Tier 2	Tier 1
HeyCentric Essentials	£6,000.00	£9,000.00	£14,400.00
HeyCentric Professional	£34,000.00	£64,000.00	£90,000.00
HeyCentric Enterprise	£72,000.00	£105,000.00	£142,800.00

Payment Channel Add-ons (combine with Essentials or Professional)			
Collect Add-on	**Tier 3**	**Tier 2**	**Tier 1**
Online Payments (portals, payment links)	£0.00	£0.00	£0.00
Card Present – Terminals (Chip & Pin / mobile) ┼ *	£1,725.00	£1,725.00	£1,725.00
Online Customer Portal	£3,450.00	£3,450.00	£3,450.00
Telephony Payments (IVR)	£17,250.00	£17,250.00	£17,250.00
Telephony (Agent-assist - End Call and Mid Call)	£17,250.00	£17,250.00	£23,000.00
Subscriptions & payment plans	£2,300.00	£2,300.00	£2,300.00

┼ included at Professional level and up
*additional one off charges apply for terminal devices

2.2 Functionality Table

Details of functionality split can be seen in the following table.

Capability / License	Essentials	Professional	Enterprise
HEYCENTRIC COLLECT			
Core payment system of record (Collect – Base)	✅	✅	✅
Online Payments (portals, payment links)	✅	✅	✅
Card Present – Terminals (Chip & Pin / mobile)	➕	✅	✅
Online Customer Portal	➕	➕	✅
Telephony Payments (IVR)	➕	➕	✅
Telephony (Agent-assist - End Call and Mid Call)	➕	➕	✅
Embedded / API Payments	❌	❌	✅
HEYCENTRIC CONTROL			
Finance-focused operational views (GL/Receipts views)	✅	✅	✅
Refunds	✅	✅	✅
Payment allocation & reallocation	❌	✅	✅
Reconciliation across systems	❌	✅	✅
Finance rule-based entries (GL / AR / AP)	❌	❌	✅
HEYCENTRIC GOVERN			
Role-based access & accountability	✅	✅	✅
Full audit trails & history	❌	✅	✅
Disputes management	❌	✅	✅
Historical explainability of payments	❌	❌	✅
Risk Signals (early fraud & anomalies)	❌	❌	✅
HEYCENTRIC AUTOMATE			
Data Sync (accounts & balances import; GL & LOB exports)	✅	✅	✅
Integrations (APIs & webhooks)	✅	✅	✅
Subscriptions & payment plans	➕	➕	✅
Data Sync (bank statements import, AP/AR/ERP Customers import/export, data manipulation, external reports integration)	❌	✅	✅

✅ Included
➕ Available at an additional cost
❌ Not available at this level

3. What is included in each Bundle

Essentials Bundle
- Core payment system of record
- Online payments
- Secure payment lifecycle (create, validate, post)
- Ability to add payment channels as needed:
  - Card present (terminals)
  - Telephony payments
  - Online Customer Portal

Professional Bundle - Everything in Essentials, plus:
- Online payments included
- Payment allocation & reallocation
- Reconciliation across systems
- Refund & dispute governance
- Integration with ERP and internal systems
- Automation add-ons (APIs, data sync)

Enterprise Bundle - Everything in Professional, plus:
- Telephony payments included
- Full audit trails and payment history
- Historical explainability (who did what, when, and why)
- Rule-based finance entries (GL / AR / AP)
- Audit-ready and compliance reporting
- Core automation included (data sync, APIs & webhooks)
- Access to advanced extensions and new capabilities
- Early fraud and risk signals

All bundles benefit from a fully hosted SaaS system with the following features:

- Exceptional business continuity, providing the level of resilience and disaster recovery required by Local Authorities / Universities.
- Secure system interface integrations to ensure strong connectivity and integration options across the system estate.
- Unlimited number of user access.
- SSO authentication option.
- Standard support at no additional cost.
- Named account management post go live.
- Access to continued product improvement.

Additional aspects and / or third-party costs are not included, as these can vary significantly between each organisation. The prices for these additional aspects (and associated consultancy) revolve around very specific aspects surrounding the vagaries of each customer, so prices for these can be made available upon application.

4. Payment Processing & Card Transaction Charges

HeyCentric utilises a third-party Payment Service Provider (PSP) and acquiring services to enable card-based payment processing. Charges associated with these services are applied on a per-transaction basis and are payable in addition to HeyCentric's service fees.

The applicable PSP and acquirer charges are as follows:

- £0.11 fixed fee per transaction, plus
- 0.335 – 0.445% of the transaction value for web payments and telephone transactions (inclusive of settlement fees), or
- 0.475% of the transaction value for Chip & PIN transactions (inclusive of settlement fees).

In addition to the above, card network and interchange fees are applied to transactions. These fees are determined by the relevant card schemes and issuing banks and are passed through at cost. As these charges are set externally and are wholly outside HeyCentric's control, the applicable rates may vary depending on factors such as card type, card issuer, transaction method, and geographic location.

All such third-party fees are charged transparently and without markup by HeyCentric

5. Implementation Costs

The HeyCentric system implementation will be handled by system experts. The number of days to implement will vary dependent on complexity of project and number of modules taken from HeyCentric, however all consultancy will be quoted on a T&M basis ensuring the customer is only ever charged for what is used. Included within this consultancy is a full solution design document (SDD), Implementation of the product against the SDD, training, go live support and project management.

6. End of Document

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