



Verso Booking Platform Pricing

Pricing Guide

Version: 1

Commercial in confidence

Rocktime Software Development

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1. Service Pricing Model

1.1 Verso – Pricing Overview

Verso Booking platforms are delivered as secure, cloud-based Software as a Service (SaaS) solutions, enabling local authorities to deploy digital booking, appointment and scheduling services rapidly without the need for bespoke development or local infrastructure.

The platforms support a wide range of high-volume council services, including but not limited to:

- Garden waste subscriptions
- Bulky waste and bin collections
- Pest control appointments
- Household Waste Recycling Centre (HWRC) bookings
- Sports facilities and leisure bookings
- Sports activity and course bookings
- Room and meeting room reservations
- Volunteer scheduling and shift management
- Registrar appointments
- Parking permits (where appointment-based)

1.2 Commercial Model

Each Verso Booking service is priced using a consistent SaaS model comprising:

- a **one-off onboarding and configuration charge**, and
- an **annual service subscription** covering platform access, hosting, support and software assurance.

There are **no per-transaction or per-booking charges**.

1.3 Pricing Basis

Annual service pricing is based on the **population size of the local authority**, reflecting service demand, operational complexity and governance requirements.

Pricing bands are defined as:

- **Small authority** – population under 100,000
- **Medium authority** – population 100,000 to 250,000
- **Large authority** – population over 250,000

This approach provides **predictable, transparent pricing** with no per-transaction or per-user charges.

1.4 Annual Subscription Inclusions

The annual service subscription includes:

- Access to the relevant Verso Booking Service(s)
- Secure UK-hosted cloud infrastructure
- Telephone and email support during UK business hours
- Software maintenance and legislative updates
- Standard platform enhancements released as part of the service
- Security, audit and compliance updates

1.5 Out-of-the-Box Delivery and Customisation

The platform is delivered as a **ready-to-use, out-of-the-box service**, using standard product configuration and pre-defined workflows to support rapid implementation.

A **40-hour customisation pack** is included within the onboarding cost. This allowance may be used for approved configuration activities, including workflow configuration, form setup, reporting configuration and minor enhancements within standard platform capabilities.

Where additional configuration or functionality is required beyond this allowance, further **40-hour customisation packs** can be purchased at the applicable rate.

Any additional customisation may impact delivery timescales. The scope, effort and any impact on implementation milestones will be agreed in advance through the formal change control process.

1.6 Verso Housing Enforcement Platform Costs

Indicative Annual Subscription Pricing (per booking service)

Booking Service	Small	Medium	Large
Garden waste subscriptions	£8,000	£12,000	£18,000
Bulky waste & bin collections	£8,000	£12,000	£18,000
Pest control bookings	£7,000	£10,000	£15,000
HWRC bookings	£6,000	£9,000	£14,000
Sports facilities bookings	£8,000	£12,000	£18,000
Sports Activities / Courses	£6,000	£9,000	£14,000
Room & meeting room bookings	£6,000	£9,000	£14,000
Volunteer Scheduling	£5,000	£8,000	£12,000
Registrar appointments	£6,000	£9,000	£14,000
Parking permit bookings	£6,000	£9,000	£14,000

Where multiple booking services are delivered together, reduced marginal pricing applies due to shared platform components, workflows and integrations.

1.7 Annual Subscription

The annual service subscription includes:

- Access to the relevant Verso Booking service(s)
- Secure UK-hosted cloud infrastructure
- Telephone and email support during UK business hours
- Software maintenance and platform updates
- Standard platform enhancements released as part of the service

- Security, audit and compliance updates
- Reporting and management information

1.8 Setup and Onboarding Costs

Each booking service includes a **one-off setup and onboarding charge**, reflecting the scope and complexity of services onboarded.

Indicative Setup Cost Ranges

Authority Size	Setup Cost
Small Authority	£14,000
Medium Authority	£18,000
Large Authority	£25,000

Setup typically includes:

- Service initiation and delivery planning
- Configuration of booking rules, availability and capacity models
- Workflow and notification setup
- Payment configuration (where applicable)
- User roles and security setup
- User Acceptance Testing (UAT) support
- Go-live and early-life support

A 40-hour customisation pack is included within the standard setup cost.

1.9 Out-of-the-Box Delivery and Additional Customisation

The platforms are delivered as ready-to-use, out-of-the-box services, using standard configuration and pre-defined workflows.

Where additional configuration or functionality is required beyond the included allowance, further 40-hour customisation packs may be purchased.

Any additional services, configuration or enhancements not described above will be delivered in line with the Rocktime Verso SFIA rate card, subject to agreed scope and change control.

Additional customisation may impact delivery timescales and implementation milestones.

1.10 Modular and Combined Deployment

Verso Booking services may be purchased:

- as individual standalone services, or
- as part of a combined Verso MyCouncil deployment, sharing a single citizen portal, account, reporting and integrations.

This modular approach enables authorities to start with priority services and expand over time without changing platform or duplicate system costs.

1.11 Additional Costs

Customisation & Labour Pack

Description	One-off Cost
Customisation Pack (40-Hours)	£6,400
Labour Pack (40-Hours)	£5,600

API Integrations

Description	One-off Cost	Annual Costs
Custom API Integration	£7,500	£1,000
Update existing API	£4,500	-
Payment Platform (Additional or New)	£5,500	£1,000

Reporting

Description	One-off Cost	Annual Costs
Custom Reports	£2,500	£500
Report Builder (SQL)	£7,500	£1,000
MS Power BI Integration	£7,500	£1,000

Data Import (additional options)

Description	One-off Cost
Documents	£4,500
Historic Data	£6,500

1.12 Additional Services

Any additional services, configuration or functionality not described above will be delivered in line with the **Rocktime Verso SFIA rate card**, subject to agreed scope and change control.