

G-Cloud 15 – Cloud Software Services

Horizon Contact

Pricing

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ARO Technology.
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Pricing for Horizon Contact

The prices below are for this specific G-Cloud 15 Cloud Support service / product: Horizon Contact

Please refer to other listings for pricing for specific services.

All pricing is subject to VAT.

Product/Service	Contract Term	Charge Type	Cost (£)
Premium Subscription	90 day minimum term, 30 days thereafter	Monthly	Subject to Contract
Premium Subscription	3 year minimum term	Monthly	Subject to Contract
Horizon Contact			
Horizon Contact – Agent Voice & Email	90 day minimum term, 30 days thereafter	Monthly	£ 35.00
Horizon Contact – Agent Voice & Email	3 year minimum term	Monthly	£ 28.00
Horizon Contact – Agent Voice & Email		One-Off	£ 8.00
Horizon Contact – Agent Web Chat	90 day minimum term, 30 days thereafter	Monthly	£ 13.00
Horizon Contact – Agent Web Chat	3 year minimum term	Monthly	£ 13.00
Horizon Contact – Agent Web Chat		One-Off	£ 8.00
Horizon Contact - Supervisor	90 day minimum term, 30 days thereafter	Monthly	£ 55.00
Horizon Contact - Supervisor	3 year minimum term	Monthly	£ 45.00
Horizon Contact - Supervisor		One-Off	£ 8.00

Bolt Ons

Product/Service	Contract Term	Charge Type	Cost (£)
Horizon Webex Softphone	Per user per month	Monthly	£ 2.50
Horizon Webex Basic	Per user per month	Monthly	£ 2.50
Horizon Webex Standard	Per user per month	Monthly	£ 8.00
Horizon Webex Premium	Per user per month	Monthly	£ 20.00
Horizon for MS Teams	Per user per month	Monthly	£ 1.00
Call Queue Group User	One user can be used over multiple groups	Monthly	£ 2.50
Receptionist Console	Per Receptionist	Monthly	£ 28.00
Horizon Integrator	Per user per month	Monthly	£ 1.00

Horizon Integrator – CRM – Bullhorn - EMIS	Per user per month. Not compatible with Horizon TAPI Driver	Monthly	£ 4.00
Horizon TAPI Driver	Per user per month. Not compatible with Horizon TAPI Driver - CRM	Monthly	£ 3.00
Horizon Contact CRM integration - Zendesk	Per user per month	Monthly	£ 4.00
Horizon Contact CRM integration – Salesforce	Per user per month	Monthly	£ 4.00
Horizon Contact CRM integration – Microsoft Dynamics	Per user per month	Monthly	£ 4.00

Call Recording

Product/Service	Contract Term	Charge Type	Cost (£)
Business Call Recording – 3 months retention	Per user per month	Monthly	£ 1.50
Business Call Recording – 6 months retention	Per user per month	Monthly	£ 2.00
Business Call Recording – 12 months retention	Per user per month	Monthly	£ 2.50
Business Call Recording – 36 months retention	Per user per month	Monthly	£ 5.00
Business Call Recording – 60 months retention	Per user per month	Monthly	£ 11.00
Compliant Call Recording – 7 years retention	Per user per month	Monthly	£ 13.00

Product/Service	Contract Term	Charge Type	Akixi Lite	Akixi 1000	Akixi 2000	Akixi 3000
Akixi – Site Connection Fee		One-Off	£ 125.00	£ 210.00	£ 545.00	£ 698.00
Akixi – Supervisor	Per Akixi Supervisor – 30 days	Monthly	£ 5.50	£ 8.00	£ 30.00	£ 38.00
Akixi – Extension	Per Extension – 30 days	Monthly	£ 0.80	£ 2.40	£ 2.40	£ 2.40
Akixi – ACD Agent	Per Agent Per Month – 30 days	Monthly	N/A	N/A	£ 17.00	£ 17.00

Akixi – Omnichannel Agent Add-on	Per Agent Per Month – 30 days	Monthly	N/A	N/A	N/A	£ 8.50
Akixi – Presence User	Per Agent Per Month – 30 days	Monthly	N/A	£ 1.20	£ 1.20	£ 1.20
Akixi – Enhanced Mobile App User	Per Agent Per Month – 30 days	Monthly	£ 5.00	£ 5.00	£ 5.00	£ 5.00
Akixi – API Report Download		Per Download	£ 0.10	£ 0.10	£ 0.10	£ 0.10

Hardware

Product/Service	Contract Term	Charge Type	Cost (£)
Cisco MPP 6851		One-Off	£ 169.00
Cisco MPP 8841		One-Off	£ 250.00
Cisco MPP 8851		One-Off	£ 294.00
Cisco MPP 8861		One-Off	£ 312.00
Cisco ATA 192		One-Off	£ 86.00
Cisco MPP 7832 Conference Unit		One-Off	£ 400.00
Cisco MPP 7832 Power Supply Set		One-Off	£ 75.00
Cisco MPP 6800 Series Power Supply		One-Off	£ 17.00
Cisco MPP 8800 Series Power Supply		One-Off	£ 31.00
Cisco MPP 8800 Series Expansion Module		One-Off	£ 293.00
Cisco PA100 Power Supply		One-Off	£ 16.20
Poly Edge E100		One-Off	£ 100.00
Poly Edge E550		One-Off	£ 310.00
Plantronics Blackwire 5220 USB		One-Off	£ 87.00
Poly Voyager 5200 UC Bluetooth Headset		One-Off	£ 118.00
Poly Voyager Focus 2 UC Bluetooth Headset		One-Off	£ 190.00
Poly Savi 8220 Headset		One-Off	£ 282.00
Polycom Trio 8500 Conference Unit		One-Off	£ 758.00
Polycom Trio 8800 Conference Unit		One-Off	£ 1,123.00
Polycom Trio Conference Unit Power Supply		One-Off	£ 125.00
Polycom Trio Extra Microphones		One-Off	£ 275.00
Polycom Studio USB Bar		One-Off	£ 1,047.00
Polycom VVX 150		One-Off	£ 85.00
Polycom VVX 250		One-Off	£ 150.00
Polycom VVX 450		One-Off	£ 179.00

Polycom VVX 450 Expansion Module		One-Off	£ 257.00
Polycom VVX Colour Expansion Module		One-Off	£ 262.00
Polycom VVX Power Supply		One-Off	£ 21.00
Polycom USB WiFi Adaptor		One-Off	£ 35.00
Yealink W73P DECT Handset and Base Station		One-Off	£ 171.00
Yealink W73H DECT Handset Only		One-Off	£ 107.00
Yealink Dect Repeater		One-Off	£ 205.00
Yealink T46U		One-Off	£ 179.00
Yealink T46U 10W Power Supply		One-Off	£ 17.00

Other Pricing Information

Horizon Contact

All Horizon Contact Licenses also need a Premium Subscription

Hardware

All Hardware is subject to delivery charges. Warranty period and process may differ depending on the provider. Please note that Cisco and Polycom phones are provided without power. Polycom conference units also use a different PSU to other Polycom phones.

Horizon Minutes

Different bundles are available. Rate cards available upon request.

Bolt-ons

Unless otherwise stated all bolt-ons are available on a 30-day rolling contract.

Professional Services Charges

The prices below are for this specific G-Cloud 15 Cloud Support service / product: ARO Professional Services and Porting Charges

Please refer to other listings for pricing for specific services.

All pricing is subject to VAT.

Professional Service	Per Day	Half Day	Per Hour	Per Two Hours
Engineering	£ 695.00	£ 395.00	-	-
Engineering – Out of Hours – Saturday	£ 995.00	£ 595.00	-	-
Engineering – Out of Hours – Sunday	£ 1,395.00	£ 795.00	-	-
Project Management	£ 695.00	£ 395.00	-	-
Remote Engineering	-	-	£ 75.00	-

Remote Engineering – Out of Hours – Saturday	-	-	£ 105.00	-
Remote Engineering – Out of Hours – Sunday	-	-	£ 135.00	-
Training	£ 695.00	£ 395.00	-	-
Virtual Training	-	-	-	£ 245.00

Porting Charges

Porting Type	Cost Per Number	Cost Per Range	Per Order/Day	Comments
Analogue Number	£ 15.00	-	-	-
Multi-Line – 1-10 DDIs	-	£ 75.00	-	-
Multi-Line – 10+ DDIs	-	£ 150.00	-	-
Out of Hours – Evenings – Mon-Fri	-	-	£ 200.00	Additional Charge
Out of Hours – Saturday	-	-	£ 410.00	Additional Charge

Other Pricing Information

Professional Services

Additional engineering charges may apply for site surveys.
Bespoke engineering and training packages are available for larger projects.

Number Porting

Additional porting charges may apply for port cancellations, rejections and date moves.

Porting charges may also apply when moving between products.

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