



Ideagen Incident Compliance

Pricing Document

G-Cloud 15

Lot 2b Software as a Service (SaaS)

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Ideagen Incident Compliance Pricing Document

Ideagen Incident Compliance is a best in class incident management system for organisations requiring world-class incident management solutions.

Platform fees are an annual charge and pricing is per-user and based on a SaaS cloud hosted platform.

Implementation fees are based on the number of days required and are included in the annual price for multi-year agreements. Additional hours are available at an additional cost per day.

For single-year agreements, please reach out to your Ideagen Point of Contact for a bespoke quote.

There is then an additional cost based on the number of viewer licences, manager licence, and incident required. Costs are cumulative within tiers, hence pricing for the initial tier is as given, followed by specific pricing for subsequent bands.

Customer Success Packs are available at three levels: Essential (no additional charge), Standard (15% uplift on licence fees) and Premier (25% uplift on licence fees), providing varying levels of support.

Viewer Fees (Price per user)

Minimum Count (No of viewers) : 50

Pricing Band	Fees
1-1	£664.00
2-50	£24.00
51-100	£14.40
101-250	£8.70
251-500	£5.30
501-750	£3.20

751-1,000	£2.00
1,001-2,500	£1.20
2,501-5,000	£0.80
5,001-10,000	£0.50
10,001-100,000	£0.50

Manager Fees (Price per user)

Minimum Count (No of managers) : 5

Pricing Band	Fees
1-1	£2,520.00
2-10	£720.00
11-25	£468.00
26-50	£304.20
51-75	£197.70
76-100	£128.60
101-250	£83.60
251-500	£54.30
501-750	£35.30
751-1,000	£23.00

Incident Fees (Price per user)

Minimum Count (No of incidents) : 500

Pricing Band	Fees
1-500	£1.60
501-1,000	£0.80
1,001-10,000	£0.40
10,001-25,000	£0.40
25,001-50,000	£0.40
50,001-75,000	£0.40
75,001-100,000	£0.40

100,001-125,000	£0.40
125,001-150,000	£0.40
150,001-200,000	£0.40
200,001-250,000	£0.40

Payment Terms

- All prices exclude VAT
- All invoices are to be paid within 30 days of the invoice date

Additional Information

- 10% discount is offered for non-profit organisations
- 15% discount is offered for Education sector
- Enterprise style deals and time limited discounts may be available
- Service may be terminated with 30 days' notice as per framework guidelines

Step-by-Step Quote Calculation Guide

Follow this comprehensive 8-step process to calculate your total annual subscription cost. Each step includes calculation examples to ensure accuracy.

Step 1: Determine Your User Requirements

Identify how many users need access and what type of access they require:

1. Count all users who need to VIEW incidents (read-only access) – these are Viewer Licences

2. Count all users who need to CREATE/EDIT/MANAGE incidents – these are Manager Licences
3. Remember: Minimum 50 Viewers and minimum 5 Managers required

Example Scenario:

Your organisation needs 150 Viewers and 15 Managers

Step 2: Calculate Viewer Licence Cost (Cumulative)

Calculate the total cost for Viewer Licences using cumulative tiered pricing. Add up the cost for each tier you pass through.

Calculation Example (150 Viewers):

- Tier 1 (User 1): $1 \times £664.00 = £664.00$
- Tier 2 (Users 2-50): $49 \times £24.00 = £1,176.00$
- Tier 3 (Users 51-100): $50 \times £14.40 = £720.00$
- Tier 4 (Users 101-150): $50 \times £8.70 = £435.00$

Total Viewer Cost = £2,995.00

Step 3: Calculate Manager Licence Cost (Cumulative)

Calculate the total cost for Manager Licences using cumulative tiered pricing. Add up the cost for each tier you pass through.

Calculation Example (15 Managers):

- Tier 1 (User 1): $1 \times £2,520.00 = £2,520.00$
- Tier 2 (Users 2-10): $9 \times £720.00 = £6,480.00$
- Tier 3 (Users 11-15): $5 \times £468.00 = £2,340.00$

Total Manager Cost = £11,340.00

Complete Worked Example

This section provides a comprehensive real-world scenario demonstrating the complete pricing calculation process.

Customer Scenario

Organisation: Regional NHS Hospital Trust with 3,500 clinical and non-clinical staff across three hospital sites

Requirement: Implement incident management system for patient safety incidents, staff injuries, and operational incidents

Final Pricing Summary:

Component	Quantity	Annual Cost
Viewer Licences	3,460	£9,148.00
Manager Licences	40	£20,600.00
Incident Capacity	6,000	£3,200.00
Standard Customer Success Plan	—	£4,942.20
TOTAL ANNUAL SUBSCRIPTION		£37,890.20

Customer Success Packs

Ideagen offers three-tiered Success Plans designed to meet varying levels of customer support needs and engagement preferences.

The Essential Plan provides a foundation of self-service resources for independent users who prefer to manage their own learning and troubleshooting.

The Essential Plan is free, no additional charge.

The Standard Plan elevates the experience with dedicated customer success support, enhanced responsiveness and exclusive virtual events to help you

maximize value from your Ideagen solutions. For organizations requiring the highest level of personalized attention.

The Standard Plan has a 15% uplift in Licence fees shown above.

The Premier Plan delivers comprehensive support through a dedicated, locally based Customer Success Manager, live events, and 24/7 access to specialized support agents. Each plan builds upon the previous tier, ensuring customers can choose the level of guidance and support that best aligns with their organizational needs and goals.

The Premier Plan has a 25% uplift in Licence fees shown above.

Contact Details

Please email g-cloud@ideagen.com with a brief description of your requirements and include the following contact details:

- Name
- Role
- Contact e-mail
- Telephone number
- The solution you are interested in

Ideagen will pass your enquiry to the most appropriate Team Member who will contact you to contact you to gather any additional information.