

D4H Crisis Management Software

D4H Incident Management	#Users Included	#Concurrent Incidents	#Incident Reports	Annual Fee, 36 month contract*
Basic Plan	Up to 25	Up to 2	Up to 100 per year	£4,100
Advanced Plan	Up to 50	Up to 5	Up to 500 per year	£7,300
Professional Plan	Up to 150	Up to 10	Up to 1000 per year	£12,000

Note: D4H Incident Reporting is Included at no additional charge with D4H Incident Management.

*Please note that prices increase by 15% for contract terms **less than 36 months**.

D4H Alerting	#Credits Included	Channels included	#Alert Recepients	Annual Fee, 36 month contract****
Basic Plan	150,000 credits***	- Email (unlimited) - SMS* - Phone calls* - Mobile push notifications* - Critical alerts*	Up to 600	£300
Advanced Plan	750,000 credits***	All Basic channels plus: - Unlimited Mobile Push Notifications - WhatsApp Alerts*	Up to 600	£1,900
Professional Plan	3,000,000 credits***	All Advanced channels plus: - Unlimited Critical Alerts - Conference Calls*	Up to 1,200	£7,800

Alerting Basic Plan features included: Delivery Audit Trail, Severity Levels, 1 Response Option, 1 Alert Template, Text Attachments, Web browser inbox, Mobile app inbox, Send to individuals, Send to groups, Send to on-call only**

Alerting Advanced Plan features included: All Basic features plus: 9 Response Options, Unlimited Alert Templates

Alerting Professional Plan features included: All Advanced features plus: Automatic Alert Retry Workflows

* This channel requires cost-per-use credits on this plan.

**Requires a D4H Personnel & Training subscription.

***Credits included as part of the subscription plan will expire if not used in the subscription period.

****Please note that prices increase by 15% for contract terms **less than 36 months**.

A tailored pricing model can be given upon request.

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Alerting Credit Usage

Credits are used to deliver alerts and are billed on a per channel, per recipient basis. These are the credit amounts for recipients in the United Kingdom, recipients in other countries may be charged different rates.

- Email: Unlimited
- SMS / Text Message: 42 credits
- Voice Calls: 29 credits (per minute)
- WhatsApp: 45 credits
- Push Notifications: 10 credits
- Critical App Alerts: 20 credits

Additional credit bundles are available to add-on at £300.00 per pack of 300,000 additional credits. These top up credits carry over at the end of the subscription period if not used.

D4H Personnel & Training	Personnel Included	Annual Fee, 36 month contract*
Basic Plan	Up to 100 personnel	£1,550
Advanced Plan	Up to 250 personnel	£3,100
Professional Plan	Up to 500 personnel	£6,200

*Please note that prices increase by 15% for contract terms **less than 36 months**.

D4H Equipment Management	Inventory size	Locations Included	Annual Fee, 36 month contract*
Basic Plan	Small Inventory	1 Location	£1,550
Advanced Plan	Medium Inventory	Up to 3 Locations	£3,100
Professional Plan	Large Inventory	Up to 10 Locations	£6,200

*Please note that prices increase by 15% for contract terms **less than 36 months**.

D4H Incident Reporting	Incidents Included Per Year	Annual Fee, 36 month contract*
Basic Plan	Up to 100 Incidents	£1,550
Advanced Plan	Up to 500 Incidents	£3,100
Professional Plan	Up to 1,500 Incidents	£6,200

Note: D4H Incident Reporting is Included at no additional charge with D4H Incident Management.

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D4H Cloud Plans

**Annual Fee,
36 month contract***

Basic Plan	25% of annual subscription (no minimum)
Advanced Plan	£3,500 minimum or 25% of annual subscription (whichever is higher)
Professional Plan	£9,500 minimum or 25% of annual subscription (whichever is higher)

Note: Every D4H subscription is required to have a cloud plan for implementation, support, and hosting.

*Please note that prices increase by 15% for contract terms **less than 36 months**.

Capability	Basic	Advanced	Professional
Storage included	20 GB	200 GB	1 TB
Implementation video calls	✓	✓	✓
Secure cloud hosting	✓	✓	✓
2-factor authentication	✓	✓	✓
Email help desk	✓	✓	✓
Help centre documentation	✓	✓	✓
Real-time system status	✓	✓	✓
24/7 monitoring	✓	✓	✓
GDPR compliant	✓	✓	✓
HIPAA business associate agreement available	X	✓	✓
Single sign-on (SSO)	X	✓	✓
Training sandbox	X	✓	✓
Priority support	X	✓	✓
Annual account health checks	X	✓	✓
Custom training videos & user guides	X	X	✓
Direct assistance in your account	X	X	✓
Technical assistance implementing our API	X	X	✓
Premium support including video calls	X	X	✓
Proactive case monitoring	X	X	✓
Quarterly account health checks	X	X	✓
Amendments to our Standard Service Agreement	X	X	✓
Incident Management real-time API (webhooks)	X	X	✓

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