

Patient Voice Pricing Document

VerseOne Group Ltd

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1. Overview

VerseOne is a **UK-based technology company** focused on **Homes, Health, and Communities**, serving **Social Housing**, the **NHS**, and **Local Government**. We deliver **digital transformation** through a strong emphasis on **Integration, Automation, and Personalisation**, enabling public sector organisations to **modernise services, improve efficiency, and enhance outcomes** for citizens and service users.

At the heart of all solutions is the **powerful VerseOne Digital Experience Platform (DXP)**. This platform provides a **secure, scalable foundation** that **unifies content, data, and services across channels**, integrates with legacy and third-party systems, and supports **automated workflows and personalised user journeys**.

Security is designed in from the outset, with architecture, testing, and compliance aligned to UK public sector standards, and **all platform development carried out in the UK** — as is **all customer data management and storage**.

Around this core platform, VerseOne integrates **best-of-breed specialist services** in areas such as **creative design, animations, data, analytics, communications, and identity**.

By orchestrating these capabilities into **cohesive, end-to-end solutions**, VerseOne delivers **rapid time to value, reduced operational cost, and demonstrable return on investment**. This approach ensures technology directly supports improved access to services, more efficient operations, and **positive social impact** across the communities served.

1.1. VerseOne Digital Experience Platform

VerseOne Digital Experience Platform (DXP) is the foundational technology that powers all of VerseOne's solutions. Built to **support modern public service delivery**, the DXP **unifies content, data, and digital services across channels**, enabling organisations to deliver **seamless, context-aware experiences** to users.

At its core, the VerseOne DXP **facilitates integration between legacy systems, third-party applications, and emerging services**, breaking down silos that typically hinder performance and user satisfaction. Its **automation capabilities streamline complex workflows** and routine tasks, **freeing staff to focus on high-value activities and improving operational efficiency**. The platform's

personalisation engine allows agencies to tailor digital interactions to the needs and preferences of individual users, resulting in **more intuitive, relevant, and inclusive experiences**.

VerseOne DXP is highly **configurable and flexible**, enabling organisations to tailor it precisely to suit their needs. Its **modular architecture** allows it to underpin a **wide range of digital solutions** — from public-facing websites to internal intranets and specialised portals — while maintaining a **single, secure, and integrated platform**. This adaptability ensures that every deployment leverages the same **robust foundation**, supporting **consistent workflows, automation, and personalisation**.

1.1. VerseOne Prodigy AI

VerseOne DXP incorporates Prodigy AI — a **powerful Artificial Intelligence (AI) engine** delivering **insights, automation, and predictive capabilities** across workflows and user interactions. Prodigy AI is designed in line with VerseOne's Safe, Pragmatic, Augmentative (SPA) AI principles:

- **Safe** — ensuring **data security and ethical use**;
- **Pragmatic** — focusing on **practical, real-world impact**;
- **Augmentative** — enhancing **human decision-making** rather than replacing it.

By embedding these principles, Prodigy AI helps organisations streamline processes, personalise experiences, and make data-driven decisions, while **maintaining trust, transparency, and control** over AI-driven outcomes.

1.2. Systems Integration

Patient Voice can be **extended through integration with third-party systems** such as **Risk Management platforms and reporting tools like Power BI** via VerseOne Autevo. Autevo's decoupled integration layer **securely connects, normalises, and transforms data between systems**, enabling patient feedback to be combined with operational, safety, and performance data.

This creates a **richer, joined-up view of experience and outcomes**, supports advanced analytics and dashboards, and enables organisations to act more quickly on insight.

1.3. Learning & Development

Patient Voice can **translate insights and recommended actions** directly into **structured, actionable task lists**, aligned to NHS Trust **Learning and Development** requirements.

These tasks can be **assigned, tracked, and monitored over time**, ensuring that **feedback leads to practical change** rather than remaining purely informational.

By **linking actions to training, process improvement, and performance measures**, organisations can **evidence learning, demonstrate compliance**, and track how **interventions deliver measurable improvements** in staff capability, service quality, and patient outcomes.

1.4. VerseOne Technology Summary

The VerseOne DXP, powered by Prodigy AI, provides a **secure, flexible, and fully configurable platform** that underpins all VerseOne solutions, including websites, intranets, and portals.

Its **modular architecture** enables **seamless integration, automation, and personalisation**, while Prodigy AI delivers **intelligence that is safe, pragmatic, and augmentative**.

Together, they streamline processes, enhance user experiences, and enable data-driven decision-making, ensuring organisations achieve **measurable efficiency gains, rapid time to value, and lasting social impact**.

2. Pricing Schedule

VerseOne DXP is a **highly configurable platform**, comprising **50+ solution-specific Modules** that can be **combined and tailored** to meet the needs of different organisations and use cases.

As a result, **pricing varies by solution**, reflecting the specific set of Modules, capabilities, and complexity required. The platform is under **continuous development**, with **new Modules released on a regular basis** to address emerging requirements and to extend functionality.

To ensure that G-Cloud 15 customers have a **clear and future-proof route to procure** both current and forthcoming capabilities, **Modules are grouped** into defined categories, largely based on **functional scope and value to our customers**.

This approach **provides transparency**, **supports flexible procurement**, and enables customers to **adopt additional Modules over time**, including those not yet available at the point of initial purchase.

All prices in this document are for the core software licence: all Products and Modules require additional services to implement, and these can be found within our Professional Services section.

2.1. Patient Voice Core Pricing

As part of our dedication to social good, VerseOne's pricing is designed to enable customers to pay for what they need. As such, Patient Voice provides a low platform fee as a testing ground — organisations can then expand the solution as success becomes solidified.

Patient Voice Platform	Licence (ARR)	Services	Total
Core Platform (up to 3 Departments, and including triage pathway)	£6,000		£6,000
Pathways (e.g. Complaints, PALS, other case types, per pathway price)	£2,500	£9,250	£11,750
Total Year 1			£17,750
Total Year 2+			£8,500

2.1.1. Extend Departments

Once Patient Voice's effectiveness has been proven, then you can extend it to other Departments within your organisation.

Patient Voice Platform	Licence (ARR)	Services	Total
Additional Department x1	£1,200	£1,000	£2,200
Additional Department x5	£5,400	£4,500	£9,900
Additional Department x20	£19,200	£16,000	£35,200

2.2. Enhancing Patient Voice

VerseOne DXP comprises four core products: **VerseOne CMS**, **VerseOne Autevo**, **VerseOne BPA**, and **VerseOne Prodigy AI**.

Each can be **deployed independently** to address specific requirements; however, when combined as part of the **unified VerseOne DXP**, they **operate as an integrated platform**.

Shared services, data, and security enable these components to **work together seamlessly**, delivering **enhanced automation, intelligence, and personalisation**.

This integrated approach creates **capabilities and efficiencies** that **exceed** those of standalone deployments, providing **greater value, scalability, and return on investment**.

Product	Description	Licence (ARR)
VerseOne CMS for Web	Including all Core Modules needed to build and maintain sophisticated, Accessible websites. Can be enhanced through Additional Modules.	£4,800
VerseOne CMS for Intranet	Including all Core Modules needed to build and maintain sophisticated, Accessible intranets. Can be enhanced through Additional Modules.	£6,400
VerseOne CMS Enterprise Key	Add additional VerseOne CMS installation (e.g. for privacy and security).	£2,000

Product	Description	Licence (ARR)
VerseOne Autevo	A powerful integration engine for integrating third party systems into VerseOne DXP-driven solutions. Must be enhanced through Additional Connectors and Channels.	£3,800
VerseOne Autevo Enterprise Key	Enables the extension of Autevo to cater for more than one Connector.	£2,500
VerseOne BPA	A powerful toolkit for building and automating business processes. Includes a licence for up to 5 Processes.	£5,000
VerseOne Prodigy AI	VerseOne's secure Artificial Intelligence (AI) engine, enhancing the other products via AI services, e.g. content generation, computer vision, sentiment analysis, and more.	£3,500
VerseOne Prodigy AI Search Assistant	VerseOne's AI-driven full content and document search, accessed through a familiar chat interface, allows lightning-fast clause level content retrieval. Pricing varies by usage, and starts at the shown price.	£8,000
VerseOne Progressive Web App (PWA)	A fast, secure and value for money method of delivering apps for intranets and portals, including Biometrics and Push Notifications. Pricing varies by organisation size, and starts at the shown price.	£5,000
VerseOne Native App (PWA)	Higher value and higher maintenance native app that includes Biometrics and Push Notifications. Pricing is varies by organisation size, and starts at the shown price.	£15,000
VerseOne DXP	The best value way of purchasing all of VerseOne's products in a unified platform. Includes one PWA.	£36,000

2.3. VerseOne DXP Additional Modules

Additional Modules **extend and enhance** the VerseOne DXP by providing **specialist capabilities** that address specific functional, technical, or sector requirements. These Modules can be **added as needed** to augment core features, enabling organisations to **scale their solution, adopt new services, and respond to evolving user and business needs** while retaining a **single, integrated platform**.

A full, up-to-date list of Additional Modules can be obtained from VerseOne, by contacting sales@verseone.com

Module	Description	Licence (ARR)
Microsite	Add an additional microsite to your VerseOne DXP installation.	£1,950
Enterprise Module	Small but vital Modules that enhance solutions, e.g. FAQs, Reporting, Directories, SEO Scanner, etc.	£980
Enterprise +	Larger Modules with more sophisticated controls, e.g. Forums, Message Stream, Services Directory, Topic Subscriptions, etc.	£1,450
Premium	Sophisticated micro-applications, e.g. Clinic Booking, PWA Notifications, etc.	£1,950
Premium +	Critical Modules with advanced functionality, e.g. Accessible Document Creator, Staff Recognition, etc.	£3,000
Studio Pro	Powerful business applications for reporting and management, e.g. Report Studio Pro, Auto-Governance Studio Pro, etc.	£2,500
Studio Pro +	Powerful business applications with customer-facing interfaces, e.g. Forms Studio Pro, Media Studio Pro.	£3,500
Additional BPA Process x1	Add an additional Process to your BPA installation.	£950
Additional BPA Processes x5	Add 5 additional Processes to your BPA installation.	£2,500

2.4. VerseOne Autevo Integration Components

VerseOne Autevo is a **powerful, decoupled integration platform** that gathers, normalises, and transforms data from multiple sources. To deliver complete solutions, it is complemented by **Connectors**, which provide **secure links to target systems**, and **Channels**, which **surface this data through flexible interfaces** with a first-class user experience, supporting **specific user journeys and business processes**.

A full, up-to-date list of Autevo Components can be obtained from VerseOne, by contacting sales@verseone.com

Module	Description	Licence (ARR)
Single Channel, one-way Connector	A simple Connector that sends data one-way, e.g. display data, send data	£1,500
Single Channel, two-way Connector	A Connector that reads and writes data, e.g. display details, update details	£3,500
Multi-Channel complex two-way Connector	A Connector that reads and writes data across multiple Channels, e.g. displays details in many areas, writes data back to many complex endpoints	£6,500
Single-step, simple Channel	A simple Channel that passes data one way, e.g. display details, send message	£350
Single-step, moderate Channel	A moderately complex Channel that passes data both ways, e.g. display details, send message, evaluate and display response.	£650
Multi-step, complex Channel	A complex Channel that requires the user to perform multiple steps that both read and write, e.g. report a repair then pick a fix date.	£980

3. Professional Services Packages

All VerseOne Products and Modules are delivered with the **professional services** required to ensure **successful deployment and adoption**.

This includes structured **project management**, **digital discovery** and **Information Architecture**, user-centred **creative design**, **technical implementation**, **integration**, and **configuration**, ensuring each solution is **aligned to organisational needs and outcomes**.

In addition, all packages include **unlimited Support and Maintenance**, providing ongoing access to **expert assistance**, **regular updates**, **security patching**, and **continuous improvement**.

This end-to-end service model ensures solutions remain **reliable**, **secure**, and **optimised** throughout their lifecycle.

Package	Description	Licence (ARR)
Lightning Build Website	Including digital consultancy, creative design, front-end implementation, technical service deployment, services from Project Management Office and QA, training and e-learning.	£6,970
Task-focused Light Portal	All of the above services, but focused on technical deployment, task-focused UX, and optimised for mobile experience.	£14,580
Enterprise Website (standard)	All of the above services, but focused on delivering creative, feature-rich, content-heavy enterprise websites.	£16,500
Enterprise Website (creative focus)	All of the above services, but with an increased focus on digital discovery, creative design and implementation.	£21,600
Enterprise Intranet	All of the above services, but focused on delivering a feature-rich, content-heavy enterprise intranet. Includes Single Sign-On (SSO) to Active Directory / Entra ID or other Identity Provider.	£17,800
Enterprise Employee Experience Platform Intranet	All of the above services, but focused on delivering a fully-integrated digital workhub, with features for driving and measuring staff engagement. Includes Single Sign-On (SSO) to Active Directory / Entra ID or other Identity Provider.	£21,600
Stand-alone Modules	Many Modules can be deployed as fully-configured stand-alone solutions, e.g. Maternity Portal, Staff Recognition, Accessible Document Creator (ADC).	£6,400

4. Hosting, Support & Maintenance

VerseOne provides **robust Hosting, Support, and Maintenance services** to ensure that all solutions are **secure, reliable, and continuously optimised**. Hosting is delivered from VerseOne's **high-availability Microsoft Azure Managed Cloud environment**, providing **scalable infrastructure, enterprise-grade security, and resilience** to minimise downtime and ensure consistent performance for public sector organisations.

Support is unlimited and delivered through multiple channels, including phone, email, and a dedicated service desk. There are **no caps, hidden charges, or per-ticket fees**, giving organisations confidence that **expert assistance is always available** whenever needed. This **proactive approach ensures issues are addressed quickly**, reducing operational risk and maintaining user satisfaction.

Maintenance is comprehensive, covering properly tested **security patches, hot fixes, and free in-version upgrades**. Updates are carefully managed to preserve stability while keeping systems **up to date with the latest features and security standards**.

Together, VerseOne's hosting, support, and maintenance services provide a **fully managed, secure, and future-proof environment** that allows organisations to focus on service delivery, innovation, and citizen engagement, confident that their **technology foundation is always protected and performing optimally**.

4.1. Pricing Model

VerseOne's standard **Support & Maintenance package** is normally calculated at **15% of the Year 1 project cost**, and **recurs annually** for the duration of the contract.

Hosting packages are tailored to usage, but **start at £1,800 per annum**, and **recurs annually** for the duration of the contract.

5. Summary

VerseOne is the ideal technical solution partner for Social Housing, the NHS, and Local Government because it **combines the right technology, processes, and people to deliver measurable impact**.

At the core of its offering is the **VerseOne Digital Experience Platform (DXP)**, a **highly configurable and secure platform** that integrates content, data, and services across websites, intranets, and portals.

Enhanced by **Prodigy AI** and a **growing library of solution-specific Modules**, the DXP enables **integration, automation, personalisation, and intelligence** to improve **efficiency, streamline workflows, and deliver exceptional user experiences**.

VerseOne's professional services ensure that **solutions are implemented effectively**, with **expert project management, creative design, and technical support** embedded throughout.

Unlimited Support & Maintenance further guarantees ongoing reliability and optimisation. **Security and quality are built in** from the ground up, with core certifications including **ISO 9001:2015 Quality Assurance, ISO 27001:2022 IT Security, Cyber Essentials**, and **NHS DSPT**, providing assurance that **solutions are trustworthy, compliant, and resilient**.

By combining a **flexible, intelligent platform, robust implementation processes, and a skilled, UK-based team**, VerseOne delivers **digital transformation** that is **practical, safe, and outcomes-driven** — making it the **right partner** to help public sector organisations achieve operational efficiency, enhanced citizen engagement, and lasting social impact.

VerseOne PatientVoice

Pricing Schedule

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