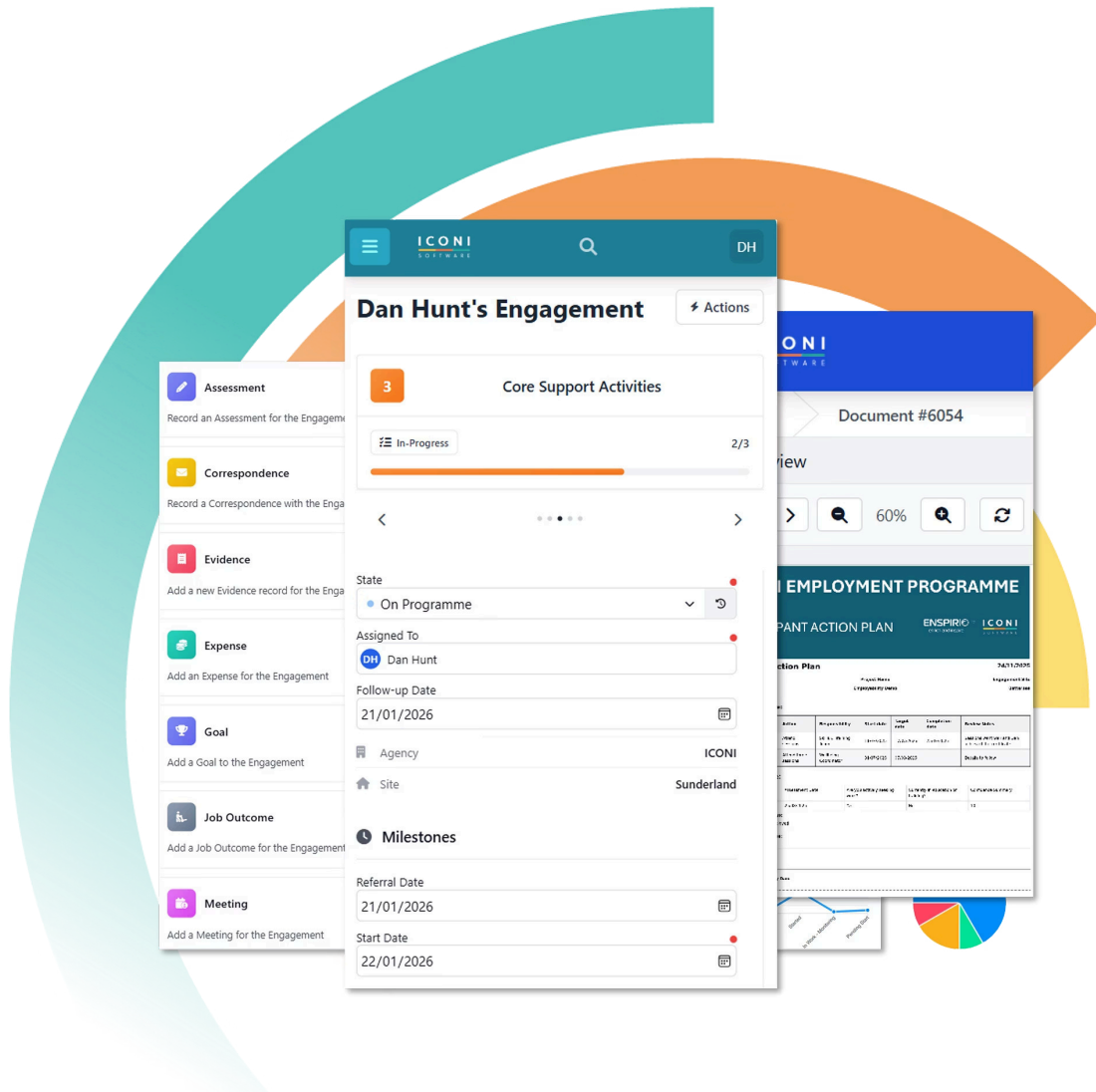


Pricing Document

ENSPIRIO – Effortless Case Management for Maximum Impact



ENSPIRIO
enrich and inspire

by

ICONI
SOFTWARE

About ICONI

ICONI delivers large scale client and programme management information systems to organisations in sectors such as Employability, Skills & Learning, Rehabilitation & Justice, Health & Wellbeing and Economic & Social Development, across the UK and Ireland. Enspirio is a secure, web-based platform that improves efficiency and maximises performance by enabling organisations to fully manage, track and report on all aspects of a client/learner's support.

Enspirio can effectively manage a variety of contracts, programmes, or courses across multiple funding streams and is renowned for it's high quality, ease of use and quick deployment. Enspirio adds strength to contract bids, securely integrates with third party systems and supports all levels of supply chain delivery.

"To revolutionise the supporting role of technology in any organisation that enriches people's lives"

Our team has the right mix of expertise in terms of subject matter, programme knowledge and systems technology to help your organisation achieve optimal outcomes, ensure compliance and accelerate performance.

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ICONI is accredited in ISO9001 and ISO27001 Quality and Information Security and we are a Microsoft Indirect Cloud Solutions Partner.



Enspirio Tier Comparison

The Enspirio Platform per user costs are outlined below, for each tier. Prices exclude VAT and expenses. Minimum user license, differ per tier, as per below. Minimum contract term of 24 months

Administration & Onboarding

Feature	Basic starting at £35/mo	Pro starting at £49/mo	Enterprise starting at £70/mo
Programme Builder Configure & manage your programmes easily through an intuitive user interface. †	1 Programme	Up to 5 Programmes +	Unlimited Programmes
Supply Chain Ready Add & manage your programme's supply chain partners without restrictions.	Unlimited	Unlimited	Unlimited
Single Sign On Connect to your organisations Microsoft Entra for extra security.	No	Included	Included
Enspirio Training Academy Access to our extensive training suite for Enspirio, including certifications.	No	No	Included

Documentation Management

Feature	Basic	Pro	Enterprise
Document Libraries Upload & organise documents within dedicated feature libraries.	Central Library	Up to 5 Feature Libraries +	Unlimited Libraries +
Resource Upload support resources, such as templates & reference materials.	Unlimited	Unlimited	Unlimited
Process and Feature Guides Access ICONI-managed guides, including helpful videos and FAQs.	Customer Created	ICONI Managed	ICONI Managed

Automations & Workflows

Feature	Basic	Pro	Enterprise
Document Templates Easily create custom document tailored to your organisation's needs.	Pre Built Templates	Up to 5 Templates +	Unlimited Templates +
Message Templates Easily create eminder templates tailored to your organisation's needs.	Pre Built Templates	Up to 5 Templates +	Unlimited Templates +
Automatic Messaging Send automated reminders to participants, helping them stay informed & engaged. †	500 credits per month	6k credits per month +	20k credits per month +
Message Triggers Bespoke triggers for SMS & email notifications, ensuring timely & relevant communication.	Pre Built Triggers	Up to 5 Triggers +	Unlimited Triggers
Import Builder Utilise and create basic & complex import routines using only the user interface.	1 Routine	Up to 5 Routines +	Up to 10 Routines +
State Workflows Design & manage detailed, compliance-based programme journeys to streamline processes.	No	Unlimited	Unlimited
Availability Calendar Book appointments & manage schedules using an interactive calendar interface.	No	Unlimited	Unlimited

Reporting & Analytics

Feature	Basic	Pro	Enterprise
Dashboard Metrics Create custom metrics on your dashboards to monitor performance and outcomes.	Up to 5 Metrics	Up to 20 Metrics +	Unlimited Metrics

Dashboards Build personalised dashboards, giving you a clear overview of your programme data.	1 Dashboard	Up to 5 Dashboards +	Unlimited Dashboards
API Suite Connect to Enspirio via API to analyse, extract, and transform your data securely and efficiently. Access is based on purchased user count (modelling only, not per-user usage). †	No API access	API allowance calculated on 20 calls per purchased user +	API allowance calculated on 40 calls per purchased user +
Export Reports Easily export raw data from Enspirio to CSV format for further analysis or sharing.	Up to 2 Users	Up to 30 Users +	Unlimited
Advanced Search Quickly find the information you need using powerful search across indexed fields.	No	Up to 10 Searchable Indexed Fields +	Up to 20 Searchable Indexed Fields +

Programme Services

Feature	Basic	Pro	Enterprise
Referral Add participants to your programmes with no limits, making onboarding simple and scalable.	Unlimited	Unlimited	Unlimited
Intervention Record & manage participant engagement with any of your offered services.	Unlimited	Unlimited	Unlimited
Assessments Create & track bespoke assessments for your programmes to measure progress and outcomes.	1 Active Assessment Type	3 Active Assessment Types +	Unlimited

Barrier			
Identify & monitor barriers to participant progression, helping provide targeted support.	Unlimited	Unlimited	Unlimited
Meetings			
Schedule & manage meetings with participants to keep engagement organised and on track.	Unlimited	Unlimited	Unlimited
Expenses			
Track & manage participant expenses for accurate reporting and financial oversight.	Unlimited	Unlimited	Unlimited
Modules			
Create & manage modules & workshops to deliver tailored programme content and learning.	Single Workshops	Single & Recurring	Single & Recurring
Goals			
Set & track goals & milestones for participants, helping them measure progress	Unlimited	Unlimited	Unlimited
Evidence			
Upload and store evidence of participant progression, achievements, and milestones.	Unlimited	Unlimited	Unlimited
Payments			
Track & manage payments to participants, making financial administration simple and transparent.	Unlimited	Unlimited	Unlimited
Support Service Search			
Connect participants with relevant support services quickly and efficiently.	Unlimited	Unlimited	Unlimited
Signposting			
Refer participants to internal & external services, resources, or opportunities for additional support.	External only	Unlimited	Unlimited

Pre Built PRaP Process Access ready-made PRaP workflows to simplify and standardise programme management.			
	No	No	Included
Pre-Built Payment Ping Workflow Utilise pre-configured workflows for payment notification management.			
	No	No	Included

Employer Engagement

Feature	Basic	Pro	Enterprise
Organisation Add organisations within your system, making it easy to keep track of partners and employers.	Unlimited	Unlimited	Unlimited
Organisation Contacts Store & manage contracts for each organisation, ensuring key contracts are accessible.	No	Unlimited	Unlimited
Organisation Communication Log meetings & correspondence with organisations to track interactions.	No	Unlimited	Unlimited
Organisation Vacancies Record & manage job vacancies offered by organisations, to support participant matching.	Unlimited	Unlimited	Unlimited

Job Support & Matching

Feature	Basic	Pro	Enterprise
Job Matching Automatically match participants to the most suitable internally job opportunities	Internal Added Vacancies	Internal & External	Internal & External

Employment Interests Capture & track participant job interests, enabling tailored support & more effective job matching.	Unlimited	Unlimited	Unlimited
Outcomes Log & monitor every outcome for your participants, employment and other types.	Unlimited	Unlimited	Unlimited

Communications

Feature	Basic	Pro	Enterprise
Announcements Share important updates and alerts across the system to keep all users informed.	Unlimited	Unlimited	Unlimited
Correspondence Maintain a complete record of messages & interactions between Advisors & Participants.	Unlimited	Unlimited	Unlimited
Portal Communication Enable secure, two-way messaging between Advisors and Participants through the Portal.	No	Unlimited	Unlimited
Electronic Signatures Allow Participants to review and agree documents digitally, ensuring quick and paperless agreement.	No	Up to 3 Document Types +	Unlimited Document Types

Account Services

Feature	Basic	Pro	Enterprise
Enhanced Infrastructure Optimised system architecture designed to deliver faster performance and improved scalability.	No	No	Supports 200 users plus

Account Management Dedicated & proactive account support with more frequent touchpoints	Annual Review	Quarterly Review	Monthly Review, dedicated Account Manager
Physical Data Segregation Ability to add an extra database for a given programme, increasing segregation of data	No	No	Premium Add On
Enspirio Marketplace Access to a suite of available App Integrations, ready for activation	Templates only, no integrations	Included	Included, plus Early Integration Access
Early Feature Access Early access to new Enspirio features and ability to have input into design and it's capabilities	No	No	Included

+ Additional capacity available as add-on, as per Add-Ons section below.

Limits above are based on 'Active' items, which means enabled and available for use.

Limits above are per programme unless otherwise stated. † Limit is per tenant, shared across all programmes.

Enterprise Pricing

Designed for large organisations requiring robust, scalable solutions and dedicated support. Our Enterprise tier offers comprehensive features, premium service, and advanced capabilities to streamline complex operations and drive significant growth for your most demanding needs.

Enterprise

Pricing is based on individually purchased user licences ('seats') and is cumulative across user brackets. Prices exclude VAT and expenses. Minimum users for Enterprise is 50.

User Range Start	User Range End	Price Per Month	Price Per Annum
1	50	£77	£924
51	100	£71.5	£858
101	150	£66	£792
151	200	£60.5	£726
201	250	£49.5	£594
251	300	£44	£528
301	350	£38.5	£462
351	500	£27.5	£330
501	2000	£22	£264

One Off Activation Fee:	£1,500
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Key Enterprise Benefits

- Unlimited programmes, document libraries, and generous API allowances to grow with your organisation.
- Dedicated account manager, monthly reviews, and early access to new features for unparalleled service.
- Unlimited custom templates, message triggers, import routines, and robust automated workflows.
- Comprehensive dashboard metrics, unlimited dashboards, and advanced search with custom fields.
- Optimised system architecture for 200+ users, with options for physical data segregation.

Pro Pricing

Perfect for growing organisations that need advanced features and greater flexibility. The Pro tier offers enhanced capabilities for teams managing multiple programmes with more sophisticated requirements.

Pro

Pricing is based on individually purchased user licences ('seats') and is cumulative across user brackets. Prices exclude VAT and expenses. Minimum users for Pro is 30.

User Range Start	User Range End	Price Per Month	Price Per Annum
1	50	£54	£648
51	100	£50	£600
101	150	£46.5	£558
151	200	£42	£504
201	250	£35	£420
251	300	£31	£372
301	350	£27	£324
351	500	£19.5	£234
501	2000	£15.5	£186

One Off Activation Fee:	£1,000
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Key Pro Benefits

- Custom templates, message triggers, and automated workflows to streamline your programme operations.
- Advanced dashboard metrics, custom dashboards, and powerful search capabilities for deeper insights.
- Professional documentation, videos, and FAQs maintained by our expert team.
- Access to third-party app integrations to extend your platform capabilities.
- Regular check-ins with dedicated support to optimise your usage and strategy.

Basic Pricing

Ideal for smaller organisations or those just getting started with programme management. The Basic tier provides essential features to manage your programmes effectively while keeping costs manageable.

Basic

Pricing is based on individually purchased user licences ('seats') and is cumulative across user brackets. Prices exclude VAT and expenses. Minimum users for Basic is 10.

User Range Start	User Range End	Price Per Month	Price Per Annum
1	50	£38.5	£462
51	100	£36	£432
101	150	£33	£396
151	200	£30	£360
201	250	£25	£300
251	300	£22	£264
301	350	£19	£228
351	500	£14	£168
501	2000	£11	£132

One Off Activation Fee: £500

Key Basic Benefits

- Essential tools for participant tracking, programme setup, and basic workflow management.
- Complete participant records, referrals, interventions, and outcome monitoring capabilities.
- Standard dashboard metrics and CSV export functionality for programme oversight.
- Build your own documentation and templates tailored to your specific needs.
- Yearly strategic sessions to review performance and plan for growth.

Pro and Enterprise Tier Add-on Pricing

Our Pro tier offers a range of add-ons to help you scale your solution. Each add-on is subject to a maximum limit, ensuring fair value and a clear upgrade path to Enterprise for advanced needs.

Feature	Add-on Block Size	Cost for 1 Block (yearly)	Maximum Allowed
Programmes	+5 Programmes	£3,000	2 blocks
Document Libraries	+5 Libraries	£1,500	1 block
Templates	+3 Templates	£1,200	1 block
Messaging Credits	+6,000 SMS/month	£2,880	Up to 100,000 SMS/month
Message Triggers	+5 Triggers	£1,500	1 block
Import Routines	+5 Routines	£3,000	1 block
Dashboard Metrics	+10 Metrics	£3,000	2 blocks
Dashboards	+3 Dashboards	£3,000	2 blocks
API Allowance	+20 calls/user/month	£3,000	2 blocks
Export Reports (Users)	+5 Users	£1,000	2 blocks
Advanced Search Fields	+5 Indexed Fields	£1,000	2 blocks
Assessments	+2 Assessments	£1,000	2 blocks
Electronic Signatures	+2 Document Types	£2,000	1 block

Notes

- Pro customers can purchase one block per feature (except SMS, which is capped at 100,000 extra/month).
- If requirements exceed these limits, upgrading to Enterprise is required.

Config. & Consultancy Pricing Model

Programme Build



Standard

Basic-level complexity programme using out-of-the-box templates.



Moderate

Moderate complexity programme, including bespoke document templates and import routine.



Complex

High complexity, multi-programme setup with advanced workflows and tailored API integration.

Tier	Description	Fixed Fee
Customer Build	Customers independently design and configure their own programme using the Enspirio user interface. This tier is ideal for organisations with internal capability who do not require setup support.	£0
Basic	A simple, entry-level programme with no bespoke elements. We configure a using out-of-the-box features to get customers live quickly with minimal complexity	£2,000
Standard	A programme of average complexity, built using pre-configured templates and standard workflows. Suitable for organisations needing a structured programme without customisation.	£5,000
Moderate	A medium-complexity programme including up to three bespoke document templates and one import routine. Provides a tailored setup for organisations requiring some customisation without full-scale build.	£10,000
Complex	A high-complexity, multi-programme setup (up to three programmes). Includes advanced workflows, five bespoke document templates, five import routines, and an API workshop. Designed for organisations needing a fully tailored solution.	£20,000

If requirements exceed assumptions, additional work can be purchased at £2,000/day.

Consultancy/Configuration

- Day Rates: ICONI has a blended Consultancy rate of £2,000 per day (excludes VAT):
- Consultant's working day: 7 hours exclusive of travel and lunch.
- Working week: Monday to Friday excluding national holidays, 9:00am to 5:00pm Monday to Friday
- Travel, Mileage & Subsistence: charged at cost and mileage at department's standard rates
- Mileage: As above, at department's standard rates
- Professional indemnity insurance: included in day rate

Activation and Offboarding

Activation

- Stand up of customer Enspirio tenant
- Access provided to main administrative user(s)
- Overview of the Enspirio platform
- Walkthrough demo of the Enspirio user interface and main features
- Review of Enspirio support channels and main contacts

Additional Services

Further consultancy can be provided for additional services including train-the-trainer user training and support with programme delivery design and configuration on Enspirio. This can be purchased via call-off consultancy days at our standard day rate (see Configuration & Consultancy Pricing).

Offboarding

Customers can extract their data via the Export Reports and/or APIs at no further cost.