



Services Catalogue

At Bud, we pride ourselves on the depth and breadth of skills across our employees. We offer a range of additional services to help meet the ongoing and changing needs of your business.



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SELF-SERVICE OPTIONS

SERVICE	DESCRIPTION	CUSTOMER OUTCOME	PRICING
Knowledge Base:	Access to a comprehensive suite of user documentation.	24/7 access to assist with user education.	Included in ongoing service fees
On-Demand Webinars:	Access to a comprehensive suite of on demand webinars covering all the system basics in addition to some best practice advice and guidance.	24/7 access to prerecorded webinars, assisting with refresher and new user training	Included in ongoing service fees
Bud Academy:	A comprehensive suite of online courses designed to empower users of the Bud platform. Learn valuable tips and tricks to maximise efficiency and unlock the fullpotential of the platform.	24/7 access to learning materials that will assist with new user and refresher training.	Included in ongoing service fees
Support Desk:	Dedicated support desk available by email or phone to triage incidents and service requests. Monday – Friday, 9-5 on business days	Professional service desk support as required.	Included in ongoing service fees



STANDARDS FOR CONSULTANCY DAY RATE

Consultants Working Day	Up to 6 hours onsite or remote, exclusive of travel and lunch break
Working Week	Monday to Friday, excluding national holidays.
Office Hours	09:00 – 17:00 Monday to Friday
Travel and Subsistence	For onsite delivery, reasonable travel and subsistence charged separately, payable by the client
Onsite delivery	Minimum charge, 1 day
Remote delivery	Minimum charge, 0.5 day

All prices are excluding VAT

INITIAL CONSULTATION SERVICE

SERVICE	DESCRIPTION	CUSTOMER OUTCOME	PRICING
Initial consultation:	Bud provides a free of charge initial 30-minute consultation for all services. Subject to fair usage.	Information, advice, and guidance on the service to better inform decision making.	Included in ongoing service fees

CONSULTANCY SERVICES

SERVICE	DESCRIPTION	CUSTOMER OUTCOME	PRICING
General consultation:	Our team of experts offers software training, project management, and business consulting services tailored to your specific needs.	Gain the knowledge, skills and strategies to achieve your business goals.	Included in ongoing service fees
Specialist Consultancy:	Our highly skilled experts offer in-depth specialist technical & business intelligence advice on areas such as API management, integrations and Microsoft Power BI.	Desired outcomes agreed by the client and consultant ahead of the scheduled time.	£150 per hour



IMPLEMENTATION SERVICES

SERVICE	DESCRIPTION	CUSTOMER OUTCOME	PRICING
Core Package:	Bud's Core Package offers up to 3 months implementation and onboarding support to help you get up and running with the platform. This package is aimed at smaller organisations who require no change management support and who are well versed in vocational training delivery.	3 months Implementation & Onboarding support from the effective date of the service agreement. Includes: • Project Kick Off • Implementation Plan • Tenant creation and configuration • System Admin and Expert Account creation • 9 x Train the Trainer sessions • Programme Review • Up to 12 hours of project meetings.	£9,995
Enhanced Package:	Bud's Enhanced Package offers up to 6 months implementation and onboarding support to help you get up and running with the platform. This package is recommended for organisations with > 500 learners and / or where a significant change programme will be required to support the implementation and adoption of a new system and ways of working.	6 months Implementation & Onboarding support from the effective date of the service agreement. Includes: • Project Kick Off • Implementation Plan • Tenant creation and configuration • System Admin and Expert Account creation • 9 x Train the Trainer sessions • Programme Review • Up to 12 hours of project meetings • Up to 120 hours to leverage on additional training, project management and consultancy services. Excludes software development.	£19,995

MIGRATION SERVICES

SERVICE	DESCRIPTION	CUSTOMER OUTCOME	PRICING
Migration Project	Migrate your existing data into the Bud platform to have 1 source of data. Reducing time and costs associated with running multiple systems.	Agreed scope of data migrated into the Bud platform. Allowing faster adoption and earlier benefits realisation.	£3,500
Additional Migration Cycles	Additional migration test cycles to verify data integrity to the desired standard.	Includes: • 1 x Test Cycle • Up to 9 hours of project support including data mapping	£2,250



ADDITIONAL SERVICES

SERVICE	DESCRIPTION	CUSTOMER OUTCOME	PRICING
Single Sign-On:	Implementation of a Single Sign On (SSO) between Bud and a client's chosen 3rd party solution. This will be performed over SAML2 / OAuth2.	Seamless single sign on between Bud and a 3rd party platform, reducing the amount of times required to enter login details.	£2,495 per SSO per year
Single Sign-On Updates / Amends:	Implementation of future amendments to previously completed SSO project work.	Updated code to support changing requirements.	Price after scoping
API Tenant Set-up and Access:	One-time creation and testing of a dedicated API Tenant, followed by a one-hour handover session with a technical consultant. Note: this service does not include software development.	Accelerate your digital journey with a seamless API Tenant setup that enables you to leverage Bud's established APIs for greater system integration and efficiency.	£995 per year
API Consultancy:	Consultation session with one of Bud's expert developers to provide tailored guidance on integrating and optimising Bud's API solutions to fit specific business needs. One-time creation and testing of a dedicated API Tenant, followed by a one hour handover session with a technical consultant. Note: this service does not include software development.	Gain expert insights and practical solutions to maximise the efficiency and integration of Bud's APIs within your systems, ensuring optimal performance and value from your API usage.	£150 per hour
Platform Adoption Review:	Bud's Platform Adoption Review is a thorough assessment of how effectively a client is utilising the platform to achieve their business goals. This service includes a detailed review of the client's existing processes, platform usage, and alignment with Bud's capabilities. The audit involves up to three days of evaluation, followed by a comprehensive summary report delivered within two weeks of the final audit session.	Receive an in-depth report outlining insights and recommendations to enhance platform adoption, optimise workflows, and align usage with business objectives.	£3,000
Programme Templates:	Pre-designed programme templates covering a range of popular apprenticeship 'Standards' are available. All available templates can be selected, edited, and resaved within Bud.	Faster programme builds and quicker time to onboard learners. Programme templates are provided as a starting point for you to build from.	£1,500-£4,000 per template
Bud Mark:	Integrate Bud Mark with the Bud platform and enable automated marking of learner submissions. Bud Mark implementation includes dedicated onboarding support, rubric-development guidance, and access to a management environment for testing and refining criteria.	The Bud Mark AI-Powered Assessment Solution enhances the efficiency, consistency, and quality of feedback across your programmes. Evaluate work automatically against your custom rubrics and ensure learner feedback is delivered consistently and objectively, while maintaining full control over assessment standards.	Up to 500 submissions: £475 per month 501 – 1000 submissions: £895 per month 1,001 – 1,500 submissions: £1,295 per month 1,501 – 2,000 submissions: £1,495 per month 2,000+ submissions: Price on request

OFFBOARDING SERVICES

SERVICE	DESCRIPTION	CUSTOMER OUTCOME	PRICING
Data Export service	Bud will export a preset scope of documents and data from the platform using a dedicated tool and provide this to you in machine readable format.	A copy of all learner data included in the scope of the tool, in machine readable format. Saving time and effort extracting this yourself.	£1,495 fixed price
Post Termination Archive Access Fee	Monthly fee, payable only if Archive Access required post termination and expiry of subsequent 60 day free of charge access period.	Continued access for a single user login this user will have sufficient access rights to read and download data as and when required. However, they will be unable to create, edit or delete Customer Data held in the Software.	£250 per month



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BUD SYSTEMS LTD

t: 0117 4400 300 | e: info@bud.co.uk | w: bud.co.uk

Registered in England | Company Number: 10455960 | 40 Berkeley Square, Bristol, BS8 1HP