



G-Cloud 15 pricing overview

Appointment Booking Solutions

Pricing overview

Step 1 – Software: Concurrent users*

Solution	Concurrent users	Per user, per annum	Total per annum
Appointment Booking Includes Cloud hosting & support	10	£220	£2,200
	20	£200	£4,000
	50	£180	£9,000
	100	£170	£17,000

For projects needing more than 100 concurrent users, please reach out and we will share an accurate quotation.



Step 2 – Delivery: Professional Services**

Professional Services (one-time)	Rate
Baseline solution implementation = 4 days of professional services, including: - System configuration & branding application - Project management end-to-end - Testing and quality assurance - Training (train-the-trainer – remote) - Go-live transition	£3,980
Any further works are offered at our flat day rate for all resources: Project Management, Solution Analyst, Development, Testing, Implementation, Training Engineer. Please note that all our delivery staff are benchmark-trained to industry leading standards.	£995 Based on an 8-hour working day.

Appointment Booking Includes

- **Internal Staff Web UI** – Manage appointments and access to all configuration
- **Communications** – Confirmation and reminders (SMS is additional cost)
- **Customer Facing Booking Page** – View and book real-time appointments online
- **Self-manage** – Customers can amend, cancel or check-in via personal link in email
- **Kiosk** – Used to check-in for appointment, alongside queue management (optional)
- **Personal Info Page (PIP)** – Web page per customer with their appointment status
- **Infoscreen** – Customer called forward using screens & audio (optional)
- **Reporting** – 85+ MI reports, dashboards, real-time, historic and predictive data
- **Data Security** – ISO27001 and GDPR compliance, personalised retention period
- **Accessibility UI** – WCAG 2.1 AA & EN 301 549 compliance, for staff and customers
- **API** – For 3rd party system integrations, bi-directional, REST, SOAP and webhooks
- **Exchange Bridge** – Microsoft Exchange integration for calendar synchronisation
- **Hosting** – Secure UK Microsoft Azure hosting with full Disaster Recover built-in
- **Support** – Full solution support, 08.00 – 18.00, Monday to Friday (24 x 7 for P1)

Additional Optional Modules

- Queue Management Solution
- Event Booking and Management Solution
- Room and Desk Booking Solution
- Video Appointments (web RTC, Teams, Zoom)
- AI-Driven Reporting and Predictive Modelling
- Digital Web Forms & Surveying
- Business Process Management
- Chat Bot or Facial Recognition solutions

Further Information

- Our solution can be hosted on either our Cloud infrastructure, or it can be hosted on an environment of your choice, either locally or your cloud provider
- The annual support and maintenance costs are included in the figures shown
- For more information, visit www.acftechnologies.com or email us directly at uksales@acftechnologies.com

***Concurrent users** = is the total number of internal staff members logged in to the software user interface at the same time.

****Professional Services** = Our Professional Services are required to configure and deploy your solution, aligned to your requirements.

Bringing **customers** closer.

Thank you.

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