

Pricing Document

# Succeed like you.

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# Human Success Platform: Subscription Pricing.

| GBP    | Human Success Platform |              |
|--------|------------------------|--------------|
| Users  | PPU 36 month           | PPU 12 month |
| 500    | £ 51.80                | £ 56.98      |
| 1000   | £ 37.80                | £ 41.58      |
| 5000   | £ 18.00                | £ 19.80      |
| 10000  | £ 13.80                | £ 15.18      |
| 15000  | £ 10.60                | £ 11.66      |
| 25000  | £ 10.60                | £ 11.66      |
| 50,000 | £ 8.00                 | £ 8.80       |

| Success Plus |              |
|--------------|--------------|
| PPU 36 month | PPU 12 month |
| £ 11.00      | £ 12.10      |
| £ 6.40       | £ 7.05       |
| £ 3.00       | £ 3.30       |
| £ 3.00       | £ 3.30       |
| £ 3.00       | £ 3.30       |
| £ 3.00       | £ 3.30       |
| £ 3.00       | £ 3.30       |

| Success Premium |              |
|-----------------|--------------|
| PPU 36 month    | PPU 12 month |
| £ 18.40         | £ 20.25      |
| £ 11.00         | £ 12.10      |
| £ 4.20          | £ 4.62       |
| £ 4.20          | £ 4.62       |
| £ 4.20          | £ 4.62       |
| £ 4.20          | £ 4.62       |
| £ 4.20          | £ 4.62       |

\*Licenses are sold in bundles of 100 and active users are learners enrolled in a course or training plan  
Discounts available for Charity, Education, and case study customers.

# Success plans.

To help your organisation implement the Human Success Platform and experience the full value of the product, we offer three plans that include different levels of support and service.



## Success Basic

Access our on-demand tutorials and guides and receive guidance in a number of live sessions.



## Success Plus

Everything from Basic, plus guided installation, a selection of add-on solutions, and more live sessions.



## Success Premium

Everything from Plus as well as more live sessions and access to additional services.

The **Basic** success plan is included in all subscription plans.

### **Add-on Solutions for Learn365 available to those with Plus and Premium Success plans\***

Power BI starter kit, Power BI solutions, SharePoint Custom Web Part Suite, Learner External Certificate Uploader, Training Plan Updater, Synchronizer, Assigner, Reporter.

More details on all our success plans here:  
<https://zensai.com/success-plans/>

# Success plans.

|                                                                      | Basic   | Plus    | Premium |
|----------------------------------------------------------------------|---------|---------|---------|
| <b>Installation and setup</b>                                        |         |         |         |
| Assisted installation of platform services into Microsoft 365 tenant | -       | ✓       | ✓       |
| Platform setup and core configuration                                | -       | ✓       | ✓       |
| <b>Platform Launch – Go Live Services</b>                            |         |         |         |
| Project Plan                                                         | -       | ✓       | ✓       |
| Live Consulting Session                                              | -       | Up to 2 | Up to 4 |
| Live Customer Success Session                                        | Up to 1 | Up to 3 | Up to 6 |
| Platform Academy Quick Start Courses                                 | ✓       | ✓       | ✓       |

## Lifecycle Services

|                                                           |           |           |            |
|-----------------------------------------------------------|-----------|-----------|------------|
| Business review session                                   |           | ✓         | ✓          |
| Live customer success session                             | Up to 2   | Up to 4   | Up to 8    |
| Live consulting session                                   |           | Up to 4   | Up to 6    |
| Dedicated Microsoft Teams channel                         |           |           | ✓          |
| Additional hours                                          |           |           | Up to 16 h |
| Online academy access for Learn365, Perform365, Engage365 | Limited   | ✓         | ✓          |
| Online academy self-service user admin                    |           | Limited   | ✓          |
| Customer community                                        | Limited   | ✓         | ✓          |
| Maximum support response time                             | Up to 16h | Up to 10h | Up to 6h   |

Find more details on our success plans here: [Pick your supportive Success Plan for the Human Success Platform \(zensai.com\)](https://zensai.com/success-plans)

\* Add-on solutions for Perform365 are not subject to the Zensai SaaS terms

# Service Level Agreements.

| Severity Descriptions |                                                                                                                                                                                                                                                                               |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Urgent                | Critical production issue including system unavailability affecting all users. No workaround is available.                                                                                                                                                                    |
| High                  | Issue is persistent, affects many users and/or impacts core functionality or results in significant performance degradation. No reasonable workaround available.                                                                                                              |
| Normal                | Errors in functionality within the application often accompanied by workarounds or affecting some but not all users.                                                                                                                                                          |
| Low                   | General inquiries on the use of the application or cosmetic errors or incidents which otherwise do not require immediate attention, rare errors that appear during unusual conditions or are otherwise unlikely in normal use, or errors which have a sustainable workaround. |

| Basic Plan Service Level Targets* | Severity | First Reply       | Resolution/Mitigation ETA                             |
|-----------------------------------|----------|-------------------|-------------------------------------------------------|
|                                   | Urgent   | 8 business hours  | 24 business hours or as soon as feasible or practical |
|                                   | High     | 12 business hours | As soon as feasible or practical                      |
|                                   | Normal   | 16 business hours | As soon as feasible or practical                      |
|                                   | Low      | 24 business hours | None                                                  |

| Plus Plan Service Level Targets* | Severity | First Reply       | Resolution/Mitigation ETA                            |
|----------------------------------|----------|-------------------|------------------------------------------------------|
|                                  | Urgent   | 4 business hours  | 4 business hours or as soon as feasible or practical |
|                                  | High     | 6 business hours  | 8 business hours or as soon as feasible or practical |
|                                  | Normal   | 10 business hours | As soon as feasible or practical                     |
|                                  | Low      | 16 business hours | None                                                 |

| Premium Plan Service Level Targets* | Severity | First Reply        | Resolution/Mitigation ETA                            |
|-------------------------------------|----------|--------------------|------------------------------------------------------|
|                                     | Urgent   | 0.5 business hours | 4 business hours or as soon as feasible or practical |
|                                     | High     | 3 business hours   | 8 business hours or as soon as feasible or practical |
|                                     | Normal   | 6 business hours   | As soon as feasible or practical                     |
|                                     | Low      | 8 business hours   | None                                                 |

# Onboarding Services.

Learn365 Standard Onboarding Service £4,650:

|                                                                                                              |                                                                |
|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
|  <b>Installation</b>        | Workshop<br>Engage365 & Perform365 deployment<br>Roll-out plan |
|  <b>Look &amp; Feel</b>     | Branding<br>Customisations                                     |
|  <b>Training</b>            | Admin<br>Course & User Management                              |
|  <b>PowerBI Dashboards</b>  | Introduction<br>Packaged Reports                               |
|  <b>Records Migration</b> | Training records<br>Certificates<br>SCORM                      |
|  <b>Power Automate</b>    | Introduction to Automate<br>Example flows                      |

**Additional Services:**

£1,350 for migration of historical learning records including training records, certificates, and courses.

More complex requirements might require additional training and configuration support, additional training and configuration services are provided at our daily rate and agreed with you to meet your scope of work.

- Additional training workshops, 2 x 3 hours for up to 4 x delegates per session £1,350.

- Additional configuration services for large/multi-catalog environments £1,350 per day.

- Content365 authoring tool £1,500 annual subscription

- All services delivered remotely.

# Onboarding Services.

Engage365 and Perform365: £3,450 per module

|                                                                                                             |                                                                                 |
|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
|  <b>Installation</b>       | Workshop<br>Engage365 & Perform365 deployment<br>Roll-out plan                  |
|  <b>Look &amp; Feel</b>    | Branding<br>Customisations                                                      |
|  <b>Training</b>           | Admin<br>Course & User Management                                               |
|  <b>Templates</b>          | Check-in's<br>Annual Reviews                                                    |
|  <b>Goals &amp; OKRs</b> | Introduction<br>Goals & OKRs                                                    |
|  <b>Customer Success</b> | Quarterly User Group Sessions<br>Bi-Monthly check-in with customer success team |

Additional services may be scoped and agreed, to suit customer needs at £1350 per day.

- Including:
- Additional template creation
  - Additional workshops
  - Additional training sessions

All services delivered remotely.