

Pricing Guide

This service is provided as a secure, off-the-shelf Software-as-a-Service platform. While the core service and underlying capability are standardised, the total cost of ownership varies depending on each customer's specific requirements and operating context.

Pricing is therefore determined based on a small number of defined factors, including (but not limited to):

- number of named users and access profiles
- security classification and assurance requirements
- required integrations and configuration complexity
- licensing scope and third-party dependencies
- service onboarding, support and operational management needs

As these factors differ between customers, a single fixed price would not accurately reflect the cost of delivery or the level of assurance required.

Commercial model

Pricing is provided on application following a short requirements clarification exercise. This ensures that customers receive a clear, transparent and proportionate price aligned to their operational and security needs.

All pricing is provided in advance of contract award, is fully documented, and remains fixed for the agreed contract term unless otherwise stated.

This approach is consistent with SaaS services operating in highly regulated and security-sensitive environments, where assurance and operational scope materially influence delivery costs.