



CONTACT&CONNECT PRICING

Your automated telephony and communication platform



Supported with Automated Telephony

Contact&Connect is an automated telephony and communication platform, specialising in improving contact with people who draw on care and support services. By working with Adult Social Care teams to script the required set of questions, Contact&Connect calls and texts people en-masse to ask these questions. It provides standardised response data available in an intuitive dashboard allowing teams to prioritise responses & resources to those in most need.



Our mission is to help local authorities maintain meaningful, consistent engagement with people using adult social care services by simplifying communications, delivering timely automated contact, and ensuring that insights are understood and acted upon to improve outcomes.

PRICING PRINCIPLES

The Contact&Connect pricing model has been generated in partnership with a number of Local Authorities who helped co-design the platform and evidence the value of automated telephony in the delivery of local public services.

There are two key constituents of the pricing model, the platform fee and call costs. As such each service is priced based on cohort numbers and number of calls the use case demands.



WE WORKED CLOSELY WITH COLLABORATING COUNCILS AND THE TECHNICAL PROVIDER TO DEVISE A PRICING MODEL FOR CONTACT&CONNECT



THE CONTACT&CONNECT PRICING MODEL IS BASED ON POPULATION (OR COHORT NUMBERS), AND IS ROUNDED TO THE NEAREST 100



EVOLVING BUSINESS CASE WITH SUBSTANTIAL SAVINGS FROM Y1 FOR A RANGE OF ADULT SOCIAL CARE USE CASES



FAIR USAGE POLICY (CALLS & SMSS)

PRICING

ANNUAL COSTS

Annual costs for Contact&Connect cover software licensing, hosting, 1st & 2nd line support & all calls, messages & alerts. Annual minimum costs are £14,000 per licence.

The costs quoted are based on calculated call volumes (provided by the customer) and includes a +10% fair usage policy. Y1 costs include the initial onboarding process, scripting and testing. As such a 25% price reduction is applied from Y2 onwards.

BUSINESS ANALYSIS

In Year 1 a level of business analysis is included to ensure the most effective and appropriate deployment of the solution. Any further business analysis required will be charged at a daily rate of £800. All work will be quoted separately and agreed by both parties in advance. Typical implementations do not require additional business analysis.

GET IN TOUCH

For more information please don't hesitate to contact us:

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Contact&Connect

POWERED BY VOICESCAPE