

ShiftPartner pricing

[Prices are applicable for FY 2026/27].

Set-up costs

Initial set-up costs will be charged separately. Typical set-up costs for a small organisation (up to 4,999 clinical users) are **£22,550**, based on:

- 1 trained implementation specialist full-time for 2 weeks
 - To configure the platform to map the customer's organisation hierarchy, operational data and financial model, and to support user acceptance testing. They will also provide training to a Trust Administrator to enable them to manage the platform going forward.
- 2 trained clinical staff members full-time for 4 weeks
 - To support clinical configuration, staff and manager training and floor-walking support.

For larger organisations, multiples of this 'base unit' may be required, resulting in higher set-up costs. Additional set-up costs may be incurred to meet any bespoke integration needs.

On-site technical support can also be provided at an additional cost of **£3,500 per month** (minimum 4 weeks) to support customer-initiated product development and AI model fine-tuning.

Pricing models

Customers have a choice of two distinct pricing models when looking to implement ShiftPartner in their organisations – Transaction and Subscription pricing models.

Transaction pricing

Core product only

Transaction pricing is for customers who want a 'pay as you go' option to support their ad hoc temporary staffing needs or are considering a pilot. This caters for all staffing (clinical and non-clinical) and all temporary staffing types (bank, agency, direct engagement).

All organisations: **£4 per booked shift**, including:

1. 5 virtual set-up sessions;
2. manager and workforce training videos;
3. free virtual ongoing support; and
4. unlimited user accounts.

Pricing caps are available for fixed period pilots.

Subscription pricing

Core product with intelligent modules

Subscription pricing is for customers who want the core product with intelligent feature and intervention packages to optimise day-to-day workforce as well as inform and deliver workforce strategy. The annual subscription model is based on clinical workforce size and discounted pricing for year 1 (note that with subscription pricing, non-clinical staff users can use the product for **no additional cost**). After 12 months, the customer has the option to maintain the core product only, pay an uplift for all intelligent module bundles, or to cancel their contract.

The price includes virtual and in-person product evaluation support for 12 months to determine usability, usefulness and economic value of core product and intelligent modules.

Indicative discounted pricing

Costs are based on a band of clinical workforce size – this avoids additional costs due to small changes in workforce numbers. Some example bands and their costs are provided below (pro rata per calendar month):

- Small organisation of 2,000 – 2,999 clinical users: £16,250 pcm
- Medium organisation of 5,000 – 5,999 clinical users: £30,000 pcm*
- Large organisation of 9,000 – 9,999 clinical users: £45,833*

**Scale discounts have been applied for medium and large organisations.*

The definition of an organisation size is as follows (with the relevant discounted percentage given).

- Small organisations: Up to 4,999 clinical users
- Medium organisations: 5,000 to 7,999 clinical users (8% discount)
- Large organisations: 8,000+ clinical users (15% discount)

Pricing for individual intelligent modules (included for free in year 1 prices):

- User Bundle 1: 10% uplift on year 1 prices
- Manager Bundle 2: 10% uplift on year 1 prices
- Intervention Bundle 3: 20% uplift on year 1 prices
- All Bundles: 30% uplift on year 1 prices

In the event an organisation chooses not to renew their contract at the end of the year, there are **no additional fees** for data extraction.