

PROPOSED ENOVATION UMO cx PRICING (excl VAT)

1 Typical setup costs (this is not a fixed price quote)

Table 1: UMO setup costs	Service type	Rate	Total
UMO / SIP Setup	Initial setup and configuration of the hosted UMO.	n/a	£2500
UMO Migration - Data conversion	Migrating & converting database from current platform to UMO, (assuming the data is in a backup file or other machine-readable format that matches our Pro Import template).	n/a	£4500
Project management	Enovation Project Manager	£880	£2640
Training – see notes below.	Call Handling, CRM/Administration and basic reporting. 2.5-day face to face course for up to 8 people	£880	£2200
Training – see notes below.	Post-Go-Live Extended Training Day (Onsite Support). 4-6 weeks after Go-Live; All staff that are on shift, in all applications as required.	£880	£880
	TOTAL SETUP COST:		£12,720.00

Notes on training:

The training shown above reflects a typical implementation. We propose face-to-face training for up to 8 people, which will be cascaded by you to the rest of the team. We can take full responsibility for training the whole team at additional cost. On-site training is subject to hotel, travel and subsistence being charged at cost, with mileage charged at 53p per mile.

Training support can also be made available, if required, for when UMO goes live to reassure and support operators, charged at the same rates and on the same basis.

Additional days may be bought at any time for ad-hoc needs, either at the daily rate above or an hourly equivalent for shorter interventions. For example, customers are increasingly asking us to provide technical consultancy for configuring IP devices.

2. UMO ongoing monthly costs

We charge a monthly fee for the number of connections you monitor.

A connection is defined as any telecare device (e.g. a dispersed alarm, digital alarm or scheme call point) monitored by you. A device is usually the hub containing a microphone and speaker for communication with the monitoring centre. Hubs usually have a telephone line or a SIM card or an internet connection or are connected to a grouped living (sheltered scheme) warden call system. Some hubs may not have speech such as tracking devices but use GPS and a SIM card for location. All these forms of hub/device are chargeable connections. Sensors that are attached to the hub (e.g., portable triggers, fall detectors, smoke detectors, low temp, door contacts etc.) are not counted as connections for billing purposes. If two clients share one device (e.g., Mr and Mrs using a dispersed alarm) this will only be charged as 1 connection. If one client uses multiple devices, each device is chargeable. Communal call-points on schemes, such as door entry, laundry, bin stores and lounges are regarded as devices, and are counted for billing purposes

The fee covers:

- Use of the UMO platform from the cloud host
- 24/7 maintenance support of the system, with on-going software updates and releases
- The provision of additional UMO Software licenses in proportion to the growth in the number of connections monitored by you.

Please note the following:

- Pay per use – if you should lose connections, our charges will decrease, subject to a minimum charge and a periodic audit.
- In-year budgeting for expansion is much more straightforward, as UMO costs are known in advance.
- Guaranteed index-linked prices for the duration of the contract.
- Any new telecare protocols are included when needed, validated by our partner program.
- A minimum number of connections will be charged by Enovation every month.
- Includes 24x7 maintenance of the system, provided by Enovation engineers based in the UK, with a 1-hour response time and a 4-hour target fix time.
- Includes primary and DR system, both hosted by Enovation and with the DR matching the capacity of the primary.

Table 5.1: UMO hosted – core system including 24/7 maintenance and software updates	
UMO telecare system rental – fixed fee per month (covering the first 2,500 connections)	£4,380 per month
UMO telecare system rental – variable fee per month (charged for all remaining connections)	£0.34 per connection per month

Options (where appropriate):

Option a): Call Centre module Call centre module allows you to easily manage out of hours repairs calls, or any other telephone service, presenting relevant information to your operators, providing call close down reasons specific to the service and all integrated within AlarmPost. It is charged monthly per inbound line you look after.	£118 per inbound line per month
Option b): Lone Worker monitoring For lone workers to self-manage their protection with an ordinary telephone, automated IVR with UMO, with alerts presented to operators	£2.00 per LW per month
Option c): Responder App This app allows remote staff with a smartphone (iOS or Android) to be alerted to emergency visits by the monitoring centre without the operator having to telephone them. All the information is presented to the responder, including directions on how to get there. This saves a great deal of time for operators as they do not have to read out information about the service user, and it reduces the chance of errors. The responder interacts with the centre through the app to say that they are on the way (or can't go), when they have arrived, and when they have completed their visit. This takes away the need to telephone the centre at each step. The responder can also update the centre's records in UMO with notes and even photographs if required (e.g., a trip hazard or confirmation that the premises have been secured if the user has been taken to hospital). For your housing association, local authority or other corporate customers to access and manage their own data in UMO using a standard web browser, the above fee applies plus £8.00 per user per month.	£5.20 per responder per month
Option d): Multifactor authentication (required) Required security for accessing your Azure-hosted UMO system using the DUO Mobile app on any smartphone. Use of the app incurs no extra charges, but if the user chooses authentication by SMS or telephone call, costs are incurred: calls cost 5 (landline), 30 or 40 credits (mobiles). SMS cost 10 credits. Each user receives 100 credits per user per month included in the monthly fee. Unused allowance credits do not roll over to the next month. Costs for additional 1000 credits = £9.00	£9.35 per user per month
Option e): SMS interface Allows SMS facilities (e.g., operators sending SMS to hard of hearing clients, sending SMS to next of kin, receiving SMS alerts). You will need to have an account directly with either Clicksend or SMS Technique. They are cost effective, charging per SMS or with inclusive bundles.	£62 per month
Option f): Dashboard An optional dashboard can be provided with UMO which can be displayed on any of your own workstation screens, a supervisor desktop, a wall-mounted screen driven by a workstation, or a wallboard with internet access.	£116 per month

Using the dashboard, we can show real time data including calls waiting and the oldest alarm call which counts up in seconds and gives a visual warning when a call waits longer than a pre-set threshold. Average handling time / response time / time taken to answer is shown as well as the percentage of calls answered within the service level across the day.	
Option g): Azure gateway VPN incl NAT This will allow a VPN between Azure and your reporting system, if using the reporting API. There is an initial set-up charge for each VPN use case (e.g. an XT2 VPN, a reporting VPN).	£265 per month
Option h) SIP trunk Free of charge calling within the UK to landline and mobiles (not including premium rate numbers). This includes calls to 999. The following two items will be discussed with our Project Manager: 1. We need to assess the number of SIP channels and DDIs you are likely to need for receiving calls and making outbound calls. 2. The method of presenting these calls to your operators – e.g., link to your existing PBX, or providing a cloud-based PBX, or outbound calls over the PSTN to your operator's DDI number or mobile phone number.	£29.50 per channel per month.

Notes on SIP:

We have tested extensively with BT and resell their SIP trunks as part of our solution. Costs for Enovation to provide these to you as a managed service (where we manage the provider) are shown above.

You can use existing corporate telephones, mobile telephones or private landlines for operators to receive alarm calls from UMO. Each time the operator accepts a call on UMO, UMO calls them on their telephone, connecting the inbound caller with the operator. This is an outbound call from UMO over the SIP trunk, which is chargeable. However, the SIP trunks come with a large quantity of inclusive minutes, which usually cover these costs.

You still have the capability to log into UMO with mobiles and landlines as a backup to this: for example, if the operator internet connection is poor and will not support high quality audio.