

G-Cloud15



Systems Integration Pricing



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Company Profile

About Exactly

Exactly Provide innovative and highly effective business solutions for property services and social housing organisations. Drawing upon a wealth of experience from working with more than 70 housing providers and local authorities nationwide, as well as several major property services contractors.

We are sector specialists in business transformation, system procurement, software development and project management. Specialising in responsive repairs, voids, planned maintenance, compliance and housing management solutions.

Our development team specialise in developing integration solutions between repairs management systems and many of the major housing & asset management solutions used within the sector.

Products

Dataflow Dojo (integration platform)

Dataflow Dojo is Exactly's integration platform for connecting systems across cloud, on-premise, and hybrid environments. It supports both modern and legacy integration approaches, including:

- **RESTful APIs using JSON**
- **SOAP/XML web services** (and other older service patterns where still in use)
- **File and batch interfaces** (e.g., CSV/XML via SFTP/secure endpoints)
- **Database connectivity** (where appropriate, via standard drivers/connectors)

The platform is designed to standardise integration patterns, reduce bespoke development, and provide strong control over data movement, resilience, monitoring, and change management.

Third-party and ecosystem components

Where beneficial, Exactly can implement and configure complementary technologies alongside Dataflow Dojo such as cloud integration services such as Azure and Amazon integration solutions, secure connectivity components, ODBC drivers, and specialist vendor connectors, to meet the customer's technical and governance requirements.



Services

Discovery and solution design

Requirements capture, integration architecture, interface specification, data mapping, security considerations, and delivery planning.

Implementation and engineering

Build, configuration, testing, and deployment of integrations using repeatable patterns wherever possible, minimising custom code and improving long-term maintainability.

Bespoke development (only where needed)

When an endpoint requires it (for example, proprietary interfaces, complex transformations, or legacy SOAP variants), Exactly can deliver targeted custom components while still keeping the overall solution governed and supportable within the Dataflow Dojo estate.

Project and delivery management

End-to-end governance of scope, risks, dependencies, environments, testing cycles, and cutover.

Application support

Operational support for Dataflow Dojo and the integrations it orchestrates, including configuration assistance, incident response, and continuous improvement.

Managed Integration Support

A fully managed service for the day-to-day running of the integration landscape: monitoring, incident investigation, fault isolation (including data-quality issues), supplier coordination, and service reporting, providing a clear “single point of ownership” and avoiding the common problem of issues being bounced between system vendors.

Advanced AI: Integration Master

The Integration Master is the AI capability within Dataflow Dojo that accelerates delivery and improves operational performance. It supports teams with tasks such as mapping and transformation suggestions, analysis of payloads across JSON and SOAP/XML, faster triage of integration failures, identification of recurring data quality issues, and generation of implementation/support documentation, helping reduce resolution time and increasing the reliability of the integration service.

Pricing

Overview

Integration engagements are costed on a transparent two-part basis:

- **Professional services effort** – the number of delivery days required to design, build, test and implement the integration solution.

- **Annual software licence and support** – the recurring charge covering the Dataflow Dojo licence and ongoing maintenance of the integration estate, including day-to-day operational support and investigation of integration issues.

All fees stated in this document are exclusive of VAT unless explicitly noted otherwise.

Professional services day rate

Professional services are billed at a standard rate of **£950 per day**.

Work undertaken outside normal business hours is charged at **1.5×** the standard day rate.

Remote and on-site delivery, travel and expenses

Delivery is primarily provided **remotely**. Where on-site attendance is required, reasonable travel and subsistence will be charged as follows:

- **Mileage:** billed in line with the HMRC approved mileage allowance rate in force at the date of travel (currently **£0.45 per mile**).
- **Rail:** standard class, charged at cost.
- **Local transport and parking:** taxi, bus, underground and parking charges billed at cost.
- **Overnight stays** (where necessary): accommodation in a 3-star (or above) hotel, including breakfast and an evening meal, charged at cost.

Annual Licence

Integration solutions are provided under an annual licence, which includes the Dataflow Dojo platform and the support and maintenance services required to operate the integrations for a 12-month period.

The licence tier is determined by two factors:

- **Number of systems connected** (the breadth of the integration landscape), and
- **Integration complexity**, typically reflected by the volume and variety of interfaces that need to be built and supported (e.g., APIs, JSON payloads, SOAP/XML services, file/batch flows, database connections).

Where multiple interfaces follow the same pattern or deliver broadly similar outcomes, we may apply sensible commercial discretion to avoid over-charging. Conversely, a small number of interfaces that are unusually complex or operationally demanding may require a higher licence tier to reflect the level of ongoing support and maintenance effort.

Licences are designed to be scalable. Customers can begin with an entry-level licence and upgrade at any time as their integration requirements grow up to and including an enterprise-wide licence.



Single Use Licence

A Single Use Licence is an ideal entry point for organisations with a straightforward requirement to connect two systems. While these integrations are often operationally important and may require responsive support, they are typically limited in scope, commonly fewer than five interfaces.

This licence is well suited to scenarios where a small number of integrations need to run reliably, with clear monitoring, auditability, and rapid issue resolution.

Single Use Licence Pricing	Cost
Day rate (all services)	£950
Annual Licence (Inc support)	£6,000
3rd Party Software	Recharged at Cost

Example scenario

Integrate a cloud-based payments platform with a back-office application (for example, a Housing Management and/or Finance system). The integration captures electronic payment events and posts them into the back-office in real time, keeping customer accounts and financial records up to date without manual intervention.

- Number of systems: 2
- Number of interfaces: 1



Fig 1: Single Use Example



Multi Use Licence Pricing

The Multi Use Licence is designed for organisations with broader integration needs, typically where a core operational system must exchange data with multiple other applications across the technology landscape.

The “hub” system is often a Housing Management System, mobile workforce solution, CRM, or customer portal, and it commonly needs to connect to supporting platforms such as finance/ERP, payments, document management, identity systems, reporting/BI, scheduling, or specialist compliance tools.

This licence tier provides the capacity and support model required to operate a wider set of interfaces reliably, with appropriate monitoring, resilience, and operational governance as the integration estate grows.

Multi Use Licence Pricing	Cost
Day rate (all services)	£950
Annual Licence (Inc support)	£24,750
3rd Party Software	Recharged at Cost

- Number of systems: 6
- Number of interfaces: 20

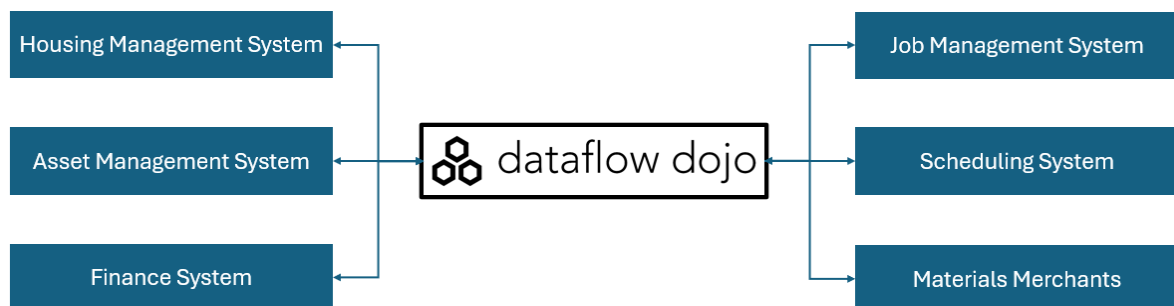


Fig 2: Multi Use Example

Enterprise Licence

The Enterprise Licence is intended for organisations operating a fully connected digital estate. It supports unlimited systems exchanging data through any number of interfaces, enabling integration at scale across the entire organisation.

This tier is well suited to highly integrated operating models, such as environments where CRM, mobile workforce platforms, customer portals, housing management, finance, payments, document management, and reporting all share data seamlessly and in near real time.

The Enterprise Licence provides the flexibility to expand and evolve integrations without being constrained by system count or interface volume, while maintaining consistent monitoring, supportability, and operational control across the integration landscape.

Enterprise Licence Pricing	Cost
Day rate (all services)	£950
Annual Licence (Inc support)	£40,000
3rd Party Software	Recharged at Cost

- Number of systems: 10
- Number of interfaces: 50+

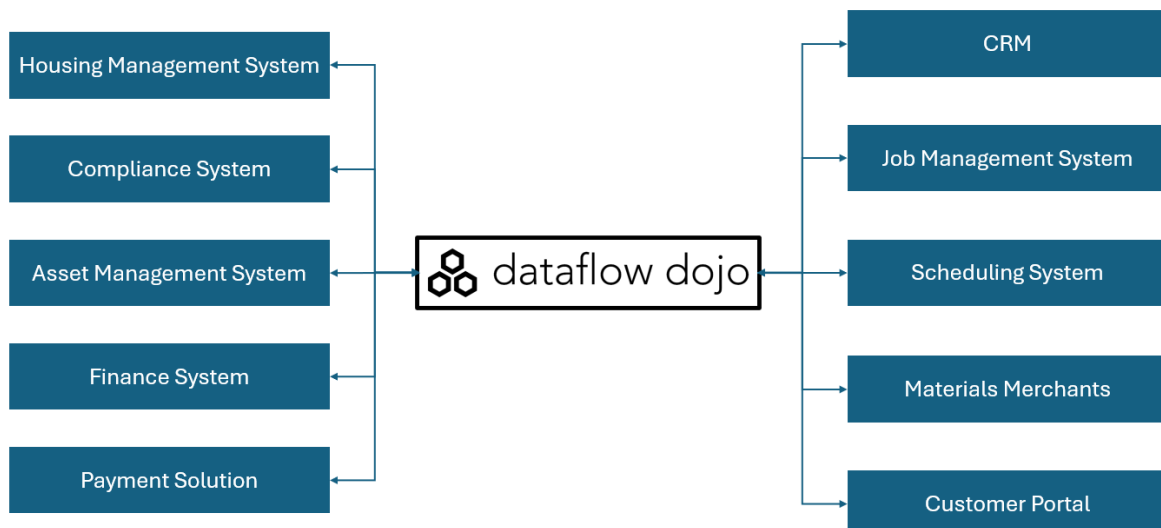


Fig 3: Enterprise Example

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