

myporter

PRICING GUIDE 2026



MYPORTER IS DESIGNED TO INCREASE EFFICIENCY WITHOUT INCREASING OVERHEAD.

This is achieved by optimising throughput via the identification of errors, and unnecessary delays along the porter's journey and within the portering service as a whole. Providing real-time and trend data to improve communication and make meaningful impact.

An easy-to-use tool that enables data-driven decisions that have a huge impact on patient flow and care. Send requests with full-task details to a porter anywhere in your Trust. Job-status is tracked in real-time, including the status of the porter and their readiness to take on the next task.

Couple this with the knowledge that **MyPorter** comes with full-ongoing support via our support team, ongoing developments with new features through regular updates and has been developed with the NHS, for the NHS with input from people like you.

We've listened and kept the pricing as simple as possible, allowing for the user to gain maximum value for the proposition, with no restriction on departments creating tasks and management groups. **MyPorter** pricing is based on the number of Whole Time Equivalent (WTE) Porters employed by a hospital. Using the number of Porters allows us to estimate the number of tasks completed by the Portering team and therefore the potential value created by using **MyPorter**.

MyPorter LICENCE	FEE	FREQUENCY
0 – 20 WTE Porters	£14,495	Per Year
21 - 40 WTE Porters	£26,995	Per Year
41– 60 WTE Porters	£38,995	Per Year
61 – 80 WTE Porters	£49,995	Per Year
81 - 110 WTE Porters	£58,995	Per Year
110-150 WTE Porters	£71,995	Per Year
Additional Licence	£545	Per licence per year
5 licence bundles	£2,595	Per Year
10 licence bundles	£4,945	Per Year

Per Hospital. 10% Discount Available for multiple Hospitals which are IP-Linked.

Inclusive of Helpdesk Online and Remote Service and Support

Additional Modules	FEE	FREQUENCY
Integration	£7,495	Per Interface Per Year
Location Intelligence	£5,995	Per Year

MyPorter OTHER	FEE	FREQUENCY
Ongoing Service and Support	N/A	Inclusive with software licence
Remote Train the trainer 1 Day	£910	Per Day
On Premise Product Training Day Rate (Up to 3 Sessions, 4 People Per Session)	£910	Per Day plus expenses
Onsite Testing with handset/hardware, implementation, and Site Report	£910	Per Day plus expenses
Onsite Go Live Support	£910	Per Day plus expenses
System Optimisation including customisation, configuration, and data input. (Data to be provided on GV templates)	£795	Per Half Day Per Site

Individual Prices may increase during the contract, to reflect inflation or host provider cost increases.

MyPorter SUPPORT		SUPPORT HOURS – STANDARD
Telephone Support	Full ticketed and trackable	9-5 Monday -Friday (Excluding Bank Holidays)
Email Support	Full ticketed and trackable	9-5 Monday -Friday (Excluding Bank Holidays)
Remote Technical Support*		9-5 Monday -Friday (Excluding Bank Holidays)
Hot Fix*		Within 2 Business Days
On-Premise Support*		Within 2 Business Days – Chargeable per day plus expenses

* Requires Remote Access and IT support

MYPORTER TRAINING

Like our software, we take a simple, real-world style to training. Customised to meet the needs of each hospital/Trust, we typically use a 'Train the trainer' hands-on approach, including video guides available to all staff and users.

THE FOLLOWING EMPLOYEE GROUPS ARE MOST COMMON TO RECEIVE THE TRAINING:

Hospital Porter

Porters receive guidance around accurate response to Porter Requests and there is a strong emphasis on why this accuracy matters to them as individuals and to the department as a whole.

Helpdesk Operator/Supervisor

The Help Desk function is critical to the optimisation of flow. The helpdesk team are the eyes and ears to highlight issues. Task creation and allocation are covered as well as the practical issues of adding notes and amending the specific tasks. Most importantly to ensure fairness, best use of resource and prioritisation of urgent tasks.

Ward Staff, Nursing

Clinical staff receive guidance on how to create a request and also monitor the status of any current activity.

Porter Manager Supervisor

The focus with manager and supervisor is on the administration (adding users/departments etc) and real-time data analysis, plus ensuring they have access to the most accurate and effective reports to assist in managing the department and to resolve issues quickly.

As per the 'train the trainer' approach once the above users are trained, documentation and videos are provided to assist the hospital with the training to wards/clinical departments.

Our pricing documents consider the usability and access for all, especially for impaired and disabled users. The documents are offered with larger print or braille on request and where possible have used tables for tabular data ease of layout.

