

myalert

PRICING GUIDE 2026



HEALTHCARE ALARM HANDLING SOFTWARE

MyAlert is an intelligent, simple-to-use hospital alarm and incident-alerting platform. It connects disparate alarms -including fire, gas manifold, fridge and temperature so teams can coordinate an immediate response and minimise risk. It streamlines response times by delivering instant, automated alerts to the right people on two-way radios, smartphones or PCs.

A future-proofed, innovative, and flexible digital system that streamlines the alert process. Built and designed in collaboration with NHS Services – ensuring **MyAlert** has been developed with the necessary tools for those that are using it.

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 viewing and management groups. **MyAlert** pricing is based on the number of Alarms.

MyAlert LICENCE – Single Hospitals	FEE	FREQUENCY
Base Software – Inc Serial Listener for one Alarm (20 User Licenses Included)	£4,695	Per Year
Modbus / Single Serial Alarm Listener	£1,950	Per Year
Additional Alarm Listener	£950	Per Year
Linked Capacity Plus Connection Module	£1,450	Per Year
Network Interaction Alarm Decoder (Ping)	£950	Per Year
SMS Via Cloud (Requires Intell Account)	£1,900	Per Year

Inclusive of Helpdesk Online and Remote Service and Support

MYALERT OTHER

MyAlert 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.

MYALERT SUPPORT

MyAlert SUPPORT		SUPPORT HOURS
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

Standard support includes email and phone support 9am to 5pm, Monday to Friday. With all enquiries logged and tracked via a Zendesk ticketing system. Scoring 100 out of 100 in our most recent customer survey, the provision of support services is via a Help Desk on a remote off-site basis. The provision of onsite Support Services is available; chargeable per day, plus reasonable travel expenses. We also conduct regular health checks and reviews to optimise your system. Plus, assign a dedicated Customer Success Manager to ensure full value and a true partnership experience. 24/7 Support available by agreement, this will incur an additional charge.

MYALERT TRAINING AND ONBOARDING

A dedicated Project Manager is appointed to liaise with the customer, hold a pre-contract meeting, and agree timescales, tasks, and responsibilities.

Once installed, the Project Manager supports the Trust in populating and configuring the system to local requirements. We provide a range of role-based training structured around stakeholder groups, using a train-the-trainer approach. User guides, operational and reporting documentation, ensure users have key information to hand.

After launch, a dedicated Customer Success Manager partners with you to set success metrics, run cadence reviews, and tailor ongoing support. We monitor adoption and performance, provide refresher training where needed, and adjust configuration to ensure full value realisation.