

Thrive Learning Platform Pricing

Platform licence subscription price:

User Bracket	Price (£) per annum (+VAT)
1-150	£16,500
151-300	£19,800
301-500	£22,000
501-1,000	£35,750
1,001-2,000	£46,750
2,001-3,000	£57,750
3,001-5,000	£74,250
5,001-7,000	£90,750
7,001-10,000	£118,125
10,001-15,000	£167,063
15,001-20,000	£205,875
20,001-30,000	£293,625
30,001-40,000	£358,875
40,001-50,000	£415,969
50,001-60,000	£475,238
60,001-80,000	£577,875

80,001–100,000	£655,500
100,000+	Price on application

What's included?

- Fully branded platform
- Industry-leading analytics and reporting
- KiKi - AI Assistant
- Access to mobile applications
- Global localisation in 60+ languages
- Single-sign on
- Coaching & Mentoring functionality within Thrive platform - additional off the shelf mentoring programme content available to support
- New frontend Hub with the following connectors included:
 - Calendar
 - Google Calendar or Outlook Calendar
 - Google Mail or Outlook Mail
 - MS Teams or Slack

Thrive Pro level support service

Includes the following:

- Implementation Specialist
- Production and staging environment
- Fully branded site set-up and configured
- Standard implementation timeline
- Standard onboarding workshops
- Fundamentals Training
- Face to face workshop support
- User management Import
- SAML-based single sign-on (SSO)
- User management with SCIM provisioning
- API access - self serve

- API Consultancy
- Content auto curation access
- Historical Completions Data Load
- Thrive Tribe Community Access
- Training portal and guides
- Standard hypercare - 2 weeks after go-live.
- Standard support onboarding
- Project Initiation
- Project Manager
- Planning & Control Workbook
- Risk Management
- Weekly implementation check-ins
- 6-month post-launch review
- Account Director
- L&D Impact Managers
- Customer Success Plan
- Project Calls
- Quarterly Business Review
- Annual alignment meeting
- Case study support
- Data Analyst - standard
- Marketing Consultancy - standard
- Healthcheck recommendations report
- Annual platform health check session
- Choice of 2 workshops from: Marketing strategy workshop, Skills workshop, Assignment workshop, Strategy Sessions, Fundamentals Training
- Platform enablement webinars
- Help Clinics webinars
- Talking Thrive sessions
- Dedicated microsite
- 24/5 Technical support
- Support via online ticketing system
- Emergency phone line support access
- Live chat support
- On-demand knowledge base
- Roadmap

- Innovation Panel Invitation
- Beta feature access
- Access to thrive labs
- Feature suggestions
- Access to online webinars and Thrive events
- Industry speaker opportunities
- Industry white papers
- Access to industry ebooks
- Thrive birthday videos
- Platform configuration review
- Optimisation workshop
- New stakeholder fundamentals training
- User experience content flow session
- Integrations/technical health check report

Professional Services Pro level pricing

User Bracket	Pro service year 1 cost (£) (+VAT)	Pro service subsequent years (£) (+VAT)
1-150	£2,145	£1,341
151-300	£2,574	£1,609
301-500	£2,860	£1,788
501-1,000	£4,648	£2,905
1,001-2,000	£6,078	£3,798
2,001-3,000	£7,508	£4,692
3,001-5,000	£9,653	£6,033
5,001-7,000	£14,747	£10,324
7,001-10,000	£19,195	£13,437
10,001-15,000	£27,148	£19,003

15,001–20,000	£33,455	£23,418
20,001–30,000	£47,714	£33,400
30,001–40,000	£58,317	£40,822
40,001–50,000	£67,595	£47,317
50,001–60,000	£77,226	£54,058
60,001–80,000	£96,700	£67,300
80,001–100,000	£116,200	£80,500
100,000+	Price on application	Price on application

Thrive Pro+ level support service

Includes **all items listed above in the Pro level support service**, alongside the following additional services:

- Custom implementation timeline
- Additional training sessions
- Bespoke workshops & training sessions
- Content Migration
- Extended hypercare - 4 weeks after go-live.
- Thrive Sponsor
- Tailored support onboarding
- Project Status Reporting
- Project Initiation Document
- 2 x additional site refreshes (copy down)
- Annual/ Bi-annual executive alignment
- Data Analyst - enhanced
- Marketing Consultancy - enhanced
- Advanced annual platform health check overview
- Choice of 4 workshops from: Marketing strategy workshop, Skills workshop, Assignment workshop, Strategy Sessions, Fundamentals Training
- Quarterly Support Ticket Calls

- Annual service Review with head of support
- Premium - Innovation Panel Invitation
- Product team vision session
- Keynote speaker delivery
- Group Workshops on L&D trends and key topics
- One to one deep dives on L&D trends and key topics
- Advanced new stakeholder training
- Integrations/technical health check session

Further information on our support services can be found at our website here - <https://www.thrivelearning.com/lms/professional-services>

Professional Services Pro+ level pricing

User Bracket	Pro+ service year 1 cost (£) (+VAT)	Pro+ service subsequent years (£) (+VAT)
1-150	£2,681	£1,877
151-300	£3,218	£2,252
301-500	£3,575	£2,503
501-1,000	£5,809	£4,067
1,001-2,000	£7,597	£5,318
2,001-3,000	£9,384	£6,569
3,001-5,000	£12,066	£8,446
5,001-7,000	£14,747	£10,323
7,001-10,000	£19,195	£13,437
10,001-15,000	£27,148	£19,003
15,001-20,000	£33,455	£23,418
20,001-30,000	£47,714	£33,400

30,001–40,000	£58,317	£40,822
40,001–50,000	£67,595	£47,316
50,001–60,000	£77,226	£54,058
60,001–80,000	£100,975	£62,605
80,001–100,000	£124,450	£77,160
100,000+	Price on application	Price on application

Thrive add-ons

The following are additional items available with Thrive Platform if required:

Thrive AI Analyse

Delivers agentic, real-time insight by automatically analysing learning and onboarding data to surface risks, trends, and priorities, helping managers and leaders act quickly without manual reporting.

Available at the following costs.

Thrive AI Analyse	Price per annum (£) (+VAT)
0 - 500 users	£2,500
500 - 1,000	£5,000
1,001 - 10,000 users	£10,000
10,001 - 20,000 users	£15,000
20,000+ users	£20,000

Whitelabelled app

Thrive offers a fully whitelabelled mobile app as an optional add-on to the Thrive platform. The app is branded with the organisation's name, logo and visual identity and distributed via the relevant app stores. It provides learners with secure mobile access to learning, content, communications and notifications, including offline access where supported, while retaining the same functionality and security controls as the standard Thrive mobile experience.

Branded Mobile App	Price per annum (£) (+VAT)
0 - 1,000 users	£5,000
1,001 - 10,000 users	£10,000
10,001 - 20,000 users	£15,000
20,000+ users	£20,000

Thrive Premium Connectors

The premium connectors are:

- Sharepoint - Federated through Kiki
- Google Drive - Federated through Kiki

User band	Price per annum (£) (+VAT)
0 - 1,000	£5,000
1,001 - 10,000	£10,000
10,001 - 20,000	£15,000
20,000+	£20,000

Additional connectors

£25,000 (+VAT) one off setup fee for each new connector not available at this time:

Calendars	• Calendly • iCloud
Messaging	• Intercom • Webex • Discord
HRIS	• Bamboo • Deel • Cornerstone • FourthHR • HiBob • SAP / Success Factors • Salesforce • Workday
Ticketing	• Atlassian Service Desk • Hubspot • Service Now • Zendesk
Coding Repo	• gitHub • bitbucket • Gitlab
Marketing	• Hubspot • Salesforce • Mailchimp
Knowledge Management Store	• Notion • Confluence
CRM	• MS Dynamics

HRIS connector integration (ThriveLink)

ThriveLink provides an automated HRIS connector that synchronises user data between the customer's HR system and Thrive, ensuring accurate, up-to-date user provisioning with minimal manual effort. The integration supports secure, scheduled data synchronisation to automatically create, update, and suspend user accounts, helping organisations maintain clean user records and deliver the right learning experiences at the right time.

Price

- Flat rate of 10% of the annual platform licence subscription cost. (+VAT)

Dedicated Support Expert (DSE)

Your Dedicated Support Expert (DSE) will be your single point of contact for all things Thrive Platform support. This enhanced service includes:

- **Dedicated Support Expert (DSE)**
- **Direct Phone & SMS/Whatsapp**
- **Bespoke Support Guidance**
- **Total Ticket Oversight**
- **Weekly Ticket Meetings**
- **Custom Ticket Dashboard**
- **Annual Service Review with Head of Support**
- **Faster Response on Tickets**
- **24X5 Hypercare Support outside of core hours:** Issues logged outside of core hours will be treated as Hypercare issues and handled by our normal Global Technical Support Team. Hypercare issues are prioritised and will “jump the queue” when they are handled by our Global Technical Support team
- **Yearly on-site visit**

Pricing:

3 month term:

- £5,000 (+VAT)
- 3 month fixed
 - 1 month's notice required

Annual term:

- £25,000 per year (+VAT)
- 12 month fixed minimum term

First line support

End user support capabilities available, and charged annually at 10% of annual platform licence cost. (+VAT)

Platform Admin Specialist (PAS)

Your Platform Admin Specialist provides core administration support for you and your Thrive Platform. This includes handling day-to-day admin, optimising performance, as well as consulting on best practice for success. This enhanced service includes:

- **Scoping session**
- **Support launching programmes**
- **Platform structure setup and maintenance**
- **Audience management**
- **Content architecture and refreshes**
- **Performance analysis**
- **Campaign support**

1- Day Rate and Pricing Bundles:

Minimum Commitment Term	Weeks	Day Rate (+VAT)
Per Day	-	£700
3 Month - Bundle Term	12	£600
6 Month - Bundle Term	24	£500

The Customer can purchase Bundles of between 1 Day and 4 Days per week. The number of Days purchased as part of a Bundle must be agreed when the Parties execute the Order Form for the Services. Platform Admin Specialist Day Rate is based on 6 hour days, Monday - Thursday.

Annual service option:

12 month fixed term service:

• Same support deliverables as listed above. • Platform Admin Specialist will be available to customer up to 40 hours per month - equivalent to 2 days per week @ 5hrs p/day per month but allowing flexibility for how these can be consumed over a 4 week period. • The 40 hours are allocated on a monthly basis and do not carry over. • Customer will need to provide at least 2 weeks' notice if they require dedicated time for a specific date and time.
£18,500 Per Year (+VAT)

Implementation Support (3 months):

3 months Implementation support:
• Customer can choose from support during the setup phase, midway through the implementation, or post-launch to best suit their needs. • Average 1 day per week for 12 weeks (£500 per day) • Working closely with Thrive's IS, PM and CSM during the implementation phase.
Service Highlights • Implementation support launching programmes: Comprehensive assistance with the setup and launch of various training programs across their organisation. • Platform setup and maintenance: Collaborate closely with their stakeholders to configure the platform based on your business requirements. • Audience management: Establish and deploy structures and audiences tailored organisation's needs. • Content architecture: Support in managing and uploading the content curriculum. • Performance analysis: Assistance in tracking and analysing the performance of the platform and learning programs to identify areas for improvement. • Technical assistance: Expert Support offering technical assistance

to address any issues and ensure the smooth functioning of the learning platform.
£6,000 (+VAT)

Individual ‘one off’ deliverables available:

Any additional services relating to implementation, support, or consultancy such as extra integrations, workshops, or data consultancy beyond the Professional Services outlined above can be discussed and scoped collaboratively at the project initiation stage. Where required, these services would be delivered on a time and materials basis using agreed day rates, ensuring transparency and flexibility as needs evolve.

Available discounts apply to the above costs, and can be found in the Pricing section of the G-Cloud Service Page.