



Lot 2b: Software as a Service (SaaS) Pricing Document

TTEC Digital Shelf Knowledge Management



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1. Overview

Shelf is a GenAI-powered knowledge management platform designed to improve information retrieval, reduce handling times, and support customer-facing and internal operations. While Shelf does not publicly publish fixed subscription prices, industry sources describe a tiered, subscription-based pricing model with costs varying by feature set, deployment scale, and required integrations.

Shelf is positioned as an enterprise-grade platform with modular capabilities such as Search Copilot, Content Copilot, and Analytics Copilot.

PRICING MODEL SUMMARY

Shelf uses a per-user, per-month SaaS subscription model, with pricing dependent on the selected plan and organisational size.

Publicly available sources indicate:

- Shelf offers multiple pricing tiers, each with different feature bundles.
- Pricing is not published directly; customers must request a quote, which is typical for enterprise knowledge management platforms.
- Plans scale based on the number of users, required integrations, and advanced AI capabilities.

This aligns with standard G-Cloud expectations for SaaS pricing, where final rates are typically determined through commercial negotiation.



PACKAGE STRUCTURE

Standard packages typically include:

Core Features (Base Tier)

- Knowledge repository.
- Search functionality.
- Basic content management.
- Integrations with common enterprise tools.

Advanced / AI-Enhanced Tiers

- Search Copilot – AI-powered search and retrieval.
- Content Copilot – AI-assisted content creation and optimisation.
- Analytics Copilot – AI-driven insights and quality analysis of knowledge content.
- Advanced NLP and machine-learning-based content quality detection.

Enterprise Add-Ons

- Custom integrations.
- API access.
- Advanced analytics.
- Additional security or compliance features.



2. Pricing

2.1. Software Pricing

Platform

Platform	Standard Users	Files Stored	Files Processed - Enrich & Refine	Annual Cost
Platform	10	Unlimited	1,000	£29,032
	25	Unlimited	3,000	£58,065
	50	Unlimited	10,000	£96,774

Platform Add-Ons

Platform Add-Ons	API Calls	Annual Cost
Self Service Portals	N/A	£14,516
Headless CMS	5,000,000	£33,871

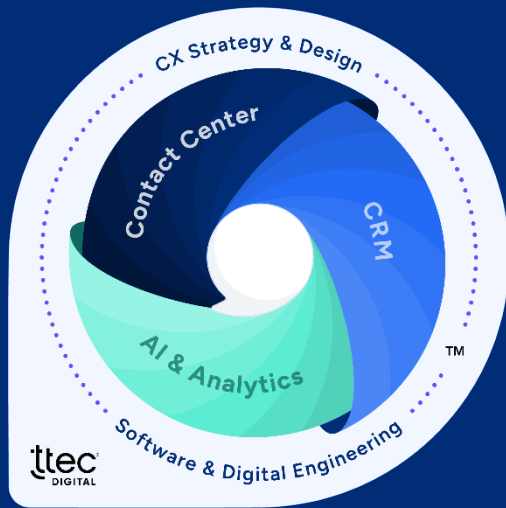
User Licences

Licence Type	Monthly List	Annual Cost
Standard	£16.13 user/mo.	£193.56 user/yr.
Answer Automation	£40.32 user/mo.	£483.84 user/yr.
Search Copilot	£8.06 user/mo.	£96.72 user/yr.



2.2. Minimum Discount Percentage by Annual Call-Off Contract Value (excluding VAT)

Annual call-off contract value (excluding VAT)	Minimum Discount Percentage
Less than £250,000	0%
Between £250,000 and £500,000	2.2%
Between £500,001 and £1,000,000	4.2%
Between £1,000,001 and £2,500,000	6.2%
Between £2,500,001 and £5,000,000	8.2%
Over £5,000,001	10%



About TTEC Digital

TTEC Digital is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. Today customer conversations, and the contact centre technologies that support them, are inseparable. We bring decades of innovation experience across the world's leading contact centre technology platforms – and blend it with in-house expertise in CX strategy, data and analytics, AI and more – to help organisations maximise their technology investments and create truly exceptional customer experiences.

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