



Neo Technology – Local Government Case Management Platform



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Pricing Overview

The Neo Technology Local Government Case Management Platform is a modular, cloud-based service designed to support councils in managing citizen-facing, statutory, regulatory, and internal casework through a single, configurable case framework.

Pricing is designed to be transparent, scalable, and aligned to service demand, enabling local authorities to align cost directly to case volumes, service breadth, and organisational scale. The model supports both operational delivery and medium- to long-term financial planning, while remaining flexible to accommodate changing service responsibilities.

Pricing Structure and Approach

Pricing is based on core platform access combined with service-aligned case modules, reflecting how local government operates in practice. Each module represents a configured set of case workflows, rules, SLAs, reporting, and assurance controls for a specific service area. Councils can adopt modules incrementally while retaining a single platform, shared data model, and unified reporting layer.

The approach avoids fragmented systems by enabling multiple services to operate within the same case management environment, reducing duplication, improving visibility, and supporting cross-service working.

Basis of Charges

Charges may be applied on a per-unit, per-case volume, or per-user basis depending on the service area and deployment model.

Pricing includes access to core platform capabilities such as:

- Configurable case workflows and service rules
- SLA management and escalation
- Evidence and document management
- Full audit trails and case histories
- Role-based access and security controls
- Operational, management, and regulatory reporting
- Integration via standard APIs



Contract Term and Cost Assumptions

Unless otherwise specified, pricing is indicative and generally aligned to a multi-year contract term.

Pricing is volume-sensitive, with banded rates applied to units, cases, or users where appropriate. As deployment volumes increase, discounted rates may be applied, reflecting economies of scale across larger council implementations.

An implementation charge may apply and is typically calculated at up to 30% of the applicable licensing value over a multi-year period, reflecting discovery, configuration, and core platform setup. This may vary depending on service complexity and delivery approach.

Where integrations with third-party systems are required, these are scoped and priced separately. Integration costs are typically in the range of £5,000 to £10,000 per integration, subject to discovery outcomes and technical complexity.



Local Government Case Management Platform Pricing Table

Platform	Description	Range (Per resident, per annum, paid monthly)	
Local Government Case Management Platform	Supports end-to-end management of citizen, statutory, regulatory, and internal casework across council services.	£12.00	£55.00

Modules - Citizen / Case Based

Module	Description	Range Per Resident (Per resident, per annum, paid monthly)	
Customer Contact & Enquiries	Contact centre, FOI, SAR, MP enquiries	£0.75	£3.50
Case Management	Cross-service case workflows	£1.50	£5.00
Community & Public Realm	Highways, waste, environmental issues	£1.25	£4.50
Community Safety & Enforcement	ASB, enforcement, FPN workflows	£1.50	£5.50
Revenues & Benefits	Council tax, benefits, fraud	£1.50	£5.50
Planning & Building Control	Planning, inspections, enforcement	£1.25	£4.50
Environmental Health	Inspections and compliance	£1.00	£4.00
Adult Social Care	Care Act case workflows	£2.00	£7.50
Children's Services	CIN, CP, LAC workflows	£2.00	£7.50
Education & SEND	EHCPs and education casework	£1.50	£5.50
IT, Digital & Data	ITSM, IG, cyber incidents	£1.00	£4.00
Finance & Commercial	Procurement and finance casework	£1.00	£4.00
Estates & Facilities	Corporate estates and FM	£1.00	£4.00
Corporate Governance	Audit, risk, inspections	£0.75	£3.00
Regulatory Reporting	Operational and statutory MI	£0.50	£1.50
EDM	Electronic document management	£1.00	£5.00

Modules - Officer / Partner Access

Module	Description	Range Per User (Per user, per annum, paid monthly)	
Colleague Portal	Officer workspace	£8.00	£22.00
Partner / Agency Portal	External agency access	£12.00	£35.00
Survey & Inspection Tools	Mobile inspections	£18.00	£60.00

