

**Digital Health Platform
Pricing Guide
G Cloud 15**

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G Cloud Service Description

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About Better

Better is a leading healthcare IT solutions and professional services provider. We work with various esteemed clients pursuing a common goal – setting up a future proof healthcare system. A future proof system that moves away from siloed solutions towards open digital health platforms. A system where clinical teams aren't tied to a particular vendor and can work with any solution provider. A solution provider that advocates storing data in an open, vendor neutral format that will incite vendors to innovate, and in turn enable better outcomes for all.

Better's mission is to improve lives by helping health and care teams simplify their work and accelerate digital adoption based on the 'data for life' approach.

Our vision is to help make health and healthcare:

- **Citizen Centric** - In order to engage and empower citizens, solutions should be built around them, not around organisations.
- **Synchronised** - To maximise safety and outcomes, healthcare should be provided to patients in a synchronised and coordinated manner.
- **Data Driven** - Providers, patients, researchers, and policymakers should have access to data, knowledge, and the tools that help provide better care by making informed decisions.
- **Universally Accessible** - We believe all knowledge, best practices, and other content should be freely available to all.

Our core solution, Better Platform, is perfectly aligned with this vision and based on open standards like openEHR. Additionally, our Better Meds product (a closed loop medication management system) is built on top of our Better Platform and follows the same vision. Our innovative solutions have been deployed at over 150 sites on 5 continents and 18 markets, including the UK, Spain, Netherlands, Germany, New Zealand, Norway, Finland, Italy, Slovenia and others.



Pricing

Digital Health Platform

G-Cloud 15 Pricing Summary

1. Platform Licensing

Annual subscription licensing is structured according to ICB/Trust scale reflecting population size, number of participating organisations, care pathway diversity, and system integration complexity. The platform licence includes the Better Core openEHR platform with clinical data repository, Better Portal for clinician and patient access, Better Studio low-code development environment for care pathway configuration, secure cloud hosting, and business hours support (8am-5pm UK time, Monday-Friday excluding public holidays).

The table below is a guide only.

ICB Scale	Typical Profile	Annual Licence Range
Small ICB	Up to 500k population, 2-3 provider organisations	£92,400 - £104,940
Medium ICB	500k-1.5m population, 4-6 provider organisations	£346,500 - £423,775
Large ICB	1.5m+ population, 7+ provider organisations	£693,000 - £907,500

Final pricing within each band is determined following discovery work to assess the number of care pathways to be configured, participating organisations requiring integration, clinical user concurrency requirements, patient portal access requirements, and data migration complexity from existing systems. Pricing assumes Better Studio low-code environment enabling ICB/Trust clinical teams to configure and maintain their own care pathway templates following initial training.

2. Support and Hosting Services

Annual support and hosting services are charged separately from platform licensing and include second-line technical support (8am-5pm UK time, Monday-Friday), secure cloud hosting across development, UAT and production environments with 99.98% service level agreement on Azure infrastructure, annual penetration testing aligned with NHS Digital security standards, and clinical safety and governance review supporting DCB0129 and DCB0160 compliance. Infrastructure costs are subject to quarterly review based on actual usage including data storage, compute resources, and backup requirements.

Service Component	Annual Cost
Second-Line Support	On Request

Cloud Hosting (3 environments, 99.95% SLA)	On Request
Annual Penetration Testing	£16,500 - £20,000
Clinical Safety and Governance Review	£27,500 - £30,000

3. Implementation Services

Implementation services are sized according to ICB/Trust scale and project complexity. Services include technical platform installation and configuration, care pathway template design and build using Better Studio, attribute-based access control configuration across participating organisations, integration with existing EPR systems and shared care record infrastructure, user acceptance testing support and scenario development, comprehensive training for clinical staff and ICB/Trust digital teams on care pathway configuration, project management throughout implementation, and clinical safety validation supporting NHS Digital compliance requirements.

ICB/Trust Scale	Implementation Period	One-Off Cost Range
Small ICB/Trust	6-9 months	£165,000 - £220,000
Medium ICB/Trust	9-12 months	£275,000 - £385,000
Large ICB	12-14 months	£440,000 - £605,000

Implementation includes comprehensive training programmes enabling ICB clinical and digital teams to configure and maintain care pathway templates independently using Better Studio following go-live. Phased deployment across participating organisations is supported throughout the implementation period, with dedicated project management and ongoing clinical safety oversight.

Due to the nature of the high level of configuration required, it is not possible to provide a definitive pricing guide for our product base within this pricing document. We would encourage any customer wishing to find out more about our services and associated costs to contact us direct via info@better.care

All prices ex VAT and subject to scope.

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Better data, better care.

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