



Isla Health G-Cloud 15 Pricing for NHS Community Trusts

Overview

Isla Health offers a simple, all-inclusive commercial model designed to remove the financial barriers often associated with digital transformation.

By bundling users, storage, messaging, and technical infrastructure into a single, transparent annual fee, we ensure that clinical adoption is never penalised by escalating costs. Our framework is built for enterprise-wide scalability, supporting everything from individual hospital departments to complex Integrated Care Systems (ICS) without performance bottlenecks or "per-seat" surcharges.

Isla's annual licence is typically charged per speciality, with discounts applied as specialities increase. This flat-fee structure provides comprehensive coverage across four critical pillars:



Unlimited scalability

Our "no-cap" approach allows for unlimited concurrent users and service volume for a given clinical or operational scope. This enables Trusts to deploy at scale, ensuring that clinical workflows can expand organically across specialties without triggering additional budget approvals or license audits.



Dynamic data & communications

The license includes unlimited SMS messaging within our fair usage policy for patient pathway communications, alongside unlimited cloud storage for all multimedia assets, including high-resolution photos, videos, and sound recordings. We manage the underlying infrastructure dynamically, absorbing the costs of both data growth and communication volume so your service can scale in real-time with zero variable costs.



Seamless interoperability

We treat integration as a core utility, not an add-on. The annual fee covers native connectivity with existing integrations, as well as all HL7/FHIR-based interfaces and API usage. Furthermore, we guarantee data portability; functionality for data extraction and transformation is included at no extra cost to ensure zero vendor lock-in.



Committed support & performance

Our model extends beyond software to include a robust wrap-around service. This encompasses all project management, training packages, online onboarding, and continuous technical assistance. These commitments are backed by a 99.95% uptime SLA, with a transparent service credit mechanism to ensure total accountability and alignment with Trust performance goals.



Unlimited storage

Isla offers unlimited storage for photos, videos and sound recordings (with caveat that we won't be a PACS/EDMS that ingests historical data).

Community model pricing

Our enterprise community model uses patient contacts per speciality as the variable to estimate scale and calculate the annual licence fee. Pricing is staggered to reflect cost efficiencies with larger deployments. Therefore for a given patient activity, the volume is split across pricing groups with decreasing charges per contact as detailed below:

Patient Volume (contacts)	0 - 5k	5k - 25k	25k - 150k	150k - 500k	500k+
Limit	5000	25000	150000	500000	4000000
Platform price	£0.65	£0.55	£0.35	£0.22	£0.08

Professional services

For any additional services, including additional support, development that is a change to the platform professional services are charged at £850 per day.



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