



Castlepoint: Manage Information Everywhere

Pricing Model

Castlepoint is priced based on organisation size. The subscription includes:

- An enterprise license to use the software on a single production network.
- Monthly maintenance, system checks, patching, and upgrades as required.
- User and administrator support as required.

Annual Pricing Model

Tier	Maintenance hours p/m	Support hours p/m	Unit Price (EX. VAT)	Unit Price (INC. VAT)	Total Annual (EX. VAT)	VAT component	Total Annual (INC. VAT)
Tier 1 (100 – 499 staff) per month	2	4	£9,090.91	£10,909.09	£109,090.92	£21,818.18	£130,909.10
Tier 2 (500 – 999 staff) per month	4	6	£10,303.03	£12,363.64	£123,636.36	£24,727.27	£148,363.63
Tier 3 (1,000 – 4,999 staff) per month	6	8	£12,121.21	£14,545.45	£145,454.52	£29,090.90	£174,545.42
Tier 4 (5,000 – 9,999 staff) per month	8	12	£13,939.39	£16,727.27	£167,272.68	£33,454.54	£200,727.22
Tier 5 (10,000 – 19,999 staff) per month	10	16	£15,500.00	£18,600.00	£186,000.00	£37,200.00	£223,200.00
Tier 6 (20,000 – 39,999 staff) per month	12	20	£19,900.00	£23,880.00	£238,800.00	£47,760.00	£286,560.00
Tier 7 (40,000 – 79,999 staff) per month	14	24	£25,180.00	£30,216.00	£302,160.00	£60,432.00	£362,592.00
Tier 8 (80,000 – 149,999 staff) per month	16	28	£31,516.00	£37,819.20	£378,192.00	£75,638.40	£453,830.40
Tier 9 (>150,000 staff) per month	18	32	£39,119.20	£46,943.04	£469,430.40	£93,886.08	£563,316.48

Note that the support and maintenance hours are the minimum required. Some organisations may choose to purchase additional hours based on their own operational needs. This additional support can be billed as time and materials, or can be included in an adjusted license fee.



Annual Pricing Model – Simplified table

Tier	Maintenance hours per month	Support hours per month	Total Cost per year (INC. VAT)
Tier 1 (100 – 499 staff) per month	2	4	£130,909.10
Tier 2 (500 – 999 staff) per month	4	6	£148,363.63
Tier 3 (1,000 – 4,999 staff) per month	6	8	£174,545.42
Tier 4 (5,000 – 9,999 staff) per month	8	12	£200,727.21
Tier 5 (10,000 – 19,999 staff) per month	10	16	£223,200.00
Tier 6 (20,000 – 39,999 staff) per month	12	20	£286,560.00
Tier 7 (40,000 – 79,999 staff) per month	14	24	£362,592.00
Tier 8 (80,000 – 149,999 staff) per month	16	28	£453,830.40
Tier 9 (>150,000 staff) per month	18	32	£563,316.48

Project Pricing Model

Tier	Maintenance hours p/m	Support hours p/m	Unit Price (EX. VAT)	Unit Price (INC. VAT)
Tier 1 (100 – 499 staff) per month	2	4	£18,181.82	£21,818.18
Tier 2 (500 – 999 staff) per month	4	6	£20,606.06	£24,727.27
Tier 3 (1,000 – 4,999 staff) per month	6	8	£24,242.42	£29,090.90
Tier 4 (5,000 – 9,999 staff) per month	8	12	£27,878.78	£33,454.54
Tier 5 (10,000 – 19,999 staff) per month	10	16	£31,000.00	£37,200.00
Tier 6 (20,000 – 39,999 staff) per month	12	20	£39,800.00	£47,760.00
Tier 7 (40,000 – 79,999 staff) per month	14	24	£50,360.00	£60,432.00
Tier 8 (80,000 – 149,999 staff) per month	16	28	£63,032.00	£75,638.40
Tier 9 (>150,000 staff) per month	18	32	£78,238.40	£93,886.08



Inclusions

Castlepoint is licensed per network, so no matter how many users, systems, or records you have, Castlepoint is a flat cost to own and run. You can use it on as many systems, across as much data, and for as many users as you want to, without incurring any extra charges.

Castlepoint is designed to have a predictable and cost-effective whole of life cost. We do not charge by number of records managed, number of users, number of systems managed, number of capabilities used, or any other volume pricing. There are no extra costs for autoclassification AI. Pricing is determined by headcount, and the subscription includes support and sustainment by our expert resources, with regular meetings and monthly SLA reporting, as well as a dedicated account and contract manager. The product is kept evergreen by us, with no charge for updates or upgrades.

Importantly, as Castlepoint is invisible to general users, and they do not have to change their processes or workflows in any way, training cost is minimal, required only for the governance team.

Castlepoint includes the following capabilities as part of the standard license:

- **Records Management** with automatic registration, classification, sentencing and disposition
- **Security and Privacy Management** by automatically identifying and labelling high-risk information.
- **Audit and monitoring** with events captured on all records, by all users, and across all systems
- **Alerts and reporting** when high-risk or high-value content is created, modified, or moved
- **eDiscovery and eHold** with powerful search, ontology, and relating records across systems
- **Generative AI governance** to prepare for and govern GenAI rollouts and business usage.

Note that hosting costs (Azure, AWS etc.) are passed through.



Pricing terms

The minimum commitment is 12 months, billed monthly in advance. After the first 12-month period, the subscription will automatically renew for a further 12 months, billed monthly in advance. After the first annual term, the subscription can be ceased at any time.

Unused monthly maintenance and support hours do not carry forward. Support and maintenance requested by you in addition to the capped amounts will incur charges at our agreed hourly rates. Note that support for High Priority incidents is unlimited and will not incur additional charges.

There is no license charge for use on development and test networks if the production license is current and active. Support and maintenance are not included for development and test networks but can be provided if requested at our agreed rates.

We offer discounts for certain sectors and engagements, in accordance with our company mission and values.