



G-Cloud 15 Pricing For WFM Solutions

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Lot 2 Cloud Software

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1. Pricing Information

1.0. Sabio Overview

This document provides a transparent and comprehensive pricing schedule for Sabio Group's WFM Solutions, available through the G-Cloud 15 framework. Our services are designed to enable public sector organisations to deliver exceptional customer experiences, optimise operational efficiency, and leverage the latest advancements in AI and automation.

The pricing models outlined below are structured to offer flexibility and scalability, reflecting the diverse needs of our clients. All prices are exclusive of VAT and are for illustrative purposes.

Public Sector Customer Experience Challenges

As Citizen expectations grow across all sectors, public services are faced with the challenge to deliver personalised, brilliant experience through low effort that is personalised and low-cost. Sabio's core focus is to help our customers do exactly that. Through our carefully selected partner and vendor eco-system, Sabio provide the following contact centre solutions to the public sector:

- Verint WFM
- Genesys Cloud WEM (Genesys Cloud)
- Amazon Connect FCS
- Calabrio WFM

With 20 years of dedicated, focused expertise in these areas Sabio are best placed in the market to provide:

- **Consulting Excellence:** Sabio balance non-technical advisory services based on outcomes with technical technology insight and excellence. As a multi-vendor organisation, Sabio are experts at advising the right solutions for clients and understand how best to leverage technology to address your challenges.
- **Transformation Excellence:** Sabio has proven programme management expertise in CCaaS from successfully migrating over 60,000 agents and hundreds of thousands of unified communications endpoints reliably and effectively to the cloud in recent years.
- **Service Excellence:** We provide 24/7 expert proactive and predictive support services consisting of CX technical experts with a 97% in house ticket resolution rate. We only work with vendor technologies that we know deliver outstanding uptime and reliability in conjunction with world class leading features.

1.1. Consumption and Licence Models

Pricing Models Summary

A summary of the licensing models for our core WFM platforms are provided below:

Pricing Model High Level Descriptions

Verint WFM

Verint Workforce Management operates on a per-user, per-month license model. For cloud-based solutions, the subscription includes regular updates, hosting, and support.

Pricing is typically tiered based on the features required, including advanced forecasting, AI-driven scheduling, and real-time adherence.

Verint also offers module-based licensing, allowing organisations to purchase only the components they need, such as core WFM, performance management, or automated quality management (AQM). Consumption-based models are limited but can be negotiated for very large customers, particularly those transitioning from on-premises to cloud.

Genesys WEM

Genesys Workforce Engagement Management is licensed as part of the Genesys Cloud CX tiered, per-user, per-month model. WFM is included in the Genesys WEM bundle, which can be purchased standalone or as part of the CX 3 license tier.

This bundled structure provides a predictable cost while delivering a comprehensive feature set, including forecasting, scheduling, performance management, quality monitoring, and AI-driven automation. Genesys' approach is highly scalable, making it suitable for both mid-sized and large customers that want an all-in-one solution.

Amazon FCS (Forecasting, Capacity Planning and Scheduling)

Amazon FCS follows a pure consumption-based pricing model, aligning with Amazon Connect's pay-as-you-go approach.

Charges are based on actual usage, with fees incurred for the number of agents scheduled, forecasting cycles run, and related AI-powered calculations. There are no upfront license commitments or minimum seat requirements.

This model provides maximum flexibility and rewards efficient operations — as automation and self-service increase, the overall cost for WFM decreases, aligning with AWS's broader cloud economics.

FCS is included in the base price as part of Amazon's AI package.

Calabrio

Calabrio WFM operates on a per-user, per-month subscription model. Pricing varies depending on whether customers purchase Calabrio ONE as a full suite (including WFM, QM, analytics, and reporting) or just the standalone WFM module.

The platform is cloud-first, with subscriptions covering hosting, maintenance, and updates. For customers migrating from legacy systems, Calabrio offers volume discounts and flexible pricing structures to ease the transition.

1.2. Pricing: Verint Cloud WFM

Category	Feature/Service Name	Cost (GBP) (RRP)
Per-Agent Licenses (monthly)	WFM Enterprise	£26.59
Per-Agent Licenses (monthly)	WFM Essentials	£17.66

1.3. Pricing: Genesys Cloud WEM

Genesys Cloud Pricing Overview

Category	Feature/Service Name	Cost (GBP) (RRP)
Per-Agent Licenses (monthly)	Genesys WEM Bundle Standalone	£68.32

1.4. Pricing: Amazon Connect FCS

Amazon FCS Pricing

Category	Feature/Service Name	Cost (GBP) (RRP)
Per-Agent Licenses (monthly)	FCS	£20.09

1.5. Pricing: Calabrio WFM User

Top level Microsoft Contact Centre Pricing:

Category	Feature/Service Name	Cost (GBP) (RRP)
Per-WFM Superuser License	Per User Per Month. This software SKU is needed for each additional Super User license above the 5 x licenses that are already included with the WFM solution. Super User licenses are needed only for the 'power users' (i.e.Resource planners, Sys Admin) working with forecasting, scheduling and employee administration. This includes the Windows Virtual Desktop (WVD) license fee for remote desktop access to the CWFM windows application.	£19.50
Per-Agent Licenses (monthly)	2 Per User Per Month. Calabrio WFM per User license SKU needed for each named user (user=scheduled person) configured in the Calabrio WFM system. This simplistic base SKU also includes the cost of 1 x historical connector; & 1 x real time voice connector to customer contact center system (ACD/CCaaS). Using this SKU also provides 5 x Super user licenses (admin/access all areas) that are needed for users such as Resource planners that typical make use of all functions of the platform, including employee administration	£30.42

1.6. Pricing: Associated Services

Service Name	Service Description	Typcial Cost (GBP) (RRP)
WFM Health Check	Our in-depth WFM Health Check assesses the current state of your workforce management environment. We identify configuration gaps, process inefficiencies, and underutilised features, providing a clear roadmap to unlock greater value and performance.	£10,000
WFM Target Operating Model (TOM)	Sabio works with your stakeholders to design a tailored Target Operating Model, aligning your WFM processes, governance, and technology with business objectives. This ensures planning is strategic, consistent, and future-ready across the organisation.	£20,000
WFM Optimisation Services	Once live, we help you continually refine and evolve your WFM setup. Through ongoing optimisation, we improve forecasting accuracy, schedule fairness, automation, and reporting, driving measurable efficiency and employee engagement improvements.	£50,000

Support Pricing

Our base Perform service pricing is based on the Sabio G-Cloud 15 DDaT Rate Card associated with the offering for the items below:

- Inform Services
- Client Success Management
- Optimisation Services
- Support Services
- Managed Services
- Training

2. Setup, Deployment, Training – Onboarding WFM

With the significant variation in scope and requirements required from public sector organisations, no two deployments are the same. Therefore the pricing below will show typical examples of recent scope vs price projects.

WFM Solution	Setup & Deployment (One Time Fees)	Training Package (included in price)
Genesys WEM	£40,000	Sabio Led Academy – Managers & Supervisors Train the Trainer Supplemented by Genesys documentation
Verint WFM	£60,000	Full New User Training – Administration/Planners/Supervisors Train the Trainer
Calabrio WFM	£35,000	Sabio Led Academy – Managers & Supervisors Train the Trainer
Amazon FCS	£25,000	Sabio Led Academy – Managers & Supervisors Train the Trainer

In recognition of the fact that every CCaaS deployment will have a varied scope, the DDAT day rates should be referred to (including training day rates) in section 3.

3. DDAT Rates

DDAT Role Type	Level	Day Rate
Business Architect	Business	£1,215.00
	Lead Business	£1,350.00
Data Architect	Data	£1,215.00
	Senior Data	£1,350.00
Solution Architect	Solution	£1,145.00
	Senior	£1,215.00
	Lead Solution	£1,350.00
Technical Architect	Technical	£1,215.00
	Senior	£1,350.00
Analytics Engineer	Analytics	£1,145.00
Data Analyst	Data Analyst	£1,215.00
Data Engineer	Data	£1,145.00
Machine Learning Engineer	Senior	£1,215.00
	Lead Machine	£1,350.00
Application Operations Engineer	Application	£700.00
	Senior	£900.00
Change and Release Manager	Configuration	£750.00
	Change	£1,000.00
	Change Lead	£1,215.00
Command and Control Centre Manager	Operational	£850.00
	Head of	£1,200.00
IT Service Manager	IT Service	£750.00
	Senior IT	£1,000.00
Incident Manager	Incident	£750.00
	Major Incident	£1,000.00
Infrastructure Engineer	Infrastructure	£1,145.00
	Senior	£1,215.00
Infrastructure Operations Engineer	Infrastructure	£1,145.00
	Senior	£1,215.00
Problem Manager	Problem	£750.00
	Senior Problem	£1,000.00
Service Desk Manager	Service Desk	£400.00
	Senior Service	£550.00
Service Transition Manager	Service	£750.00
	Lead Service	£1,000.00
Delivery Manager	Delivery	£1,080.00
	Senior Delivery	£1,080.00
Programme Delivery Manager	Programme	£1,080.00
Service Owner	Service	£1,350.00
Test Engineer	Test	£1,145.00
	Senior Test	£1,215.00
Development Operations (DevOps)	DevOps	£1,145.00
	Senior DevOps	£1,215.00

Frontend Developer	Frontend	£1,145.00
	Senior	£1,215.00
Interaction Designer	Interaction	£1,145.00
	Senior	£1,215.00
Service Designer	Senior	£1,215.00

4. Terms & Conditions

- All pricing is based on a 36-month contract term.
- Termination for convenience is subject to the customer providing coverage and payment for any ongoing stub period third party costs that Sabio will incur over the remaining term of the contract. This only applies to 3rd party items which Sabio are unable to terminate with the vendor.
- Buyers are expected to sign up to the End User Licence Agreement for Public Cloud services.
- All pricing is in GBP and subject to VAT unless shown otherwise in the model
- Out of hours and weekend services incur a higher rate resource from the DDaT rate card.
- Pricing does include professional services/setup fees but is subject to scope depending on the complexity of the requirement and size of the business. Details provided on the DDAT rate card.
- Pricing does not include Managed Service or Success Management fees which are provided in other Lot3 documentation.

Confidentiality

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