Victim Experience Suite for Police Forces

Medallia prices by Annual Experience Data Record (EDR) Tiers. An EDR is a survey response with all associated transactional, operational, and closed loop data. They are called EDR's is because Medallia Experience Cloud (MEC) captures far more than just survey data - from audio transcripts, to social reviews, to videos and financial data. Each EDR represents a citizen/victim/employee interaction, tracked and stored within MEC for analysis, reporting and actioning. Examples could include Call (transcript, analysis data, context data), Social Reviews, etc.

Annual EDR Tier	Annual Price (£GBP)
20,000	£21,262
25,000	£24,451
32,000	£28,794
40,000	£33,113
50,000	£38,080
63,000	£44,142
79,000	£50,925
100,000	£59,305
126,000	£68,746
159,000	£79,811
200,000	£92,360
252,000	£107,064
Above 252,000	Quotation available upon request

- Implementation and support services available upon request
- All prices are in £GBP and exclude VAT.
- Pricing shown is only available to public sector organisations entitled to purchase under the G Cloud 15 Framework.

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