

Build a better Citizen Experience.



G-Cloud 15 Route 101 Support Pricing

Powered by Route 101

Route 101

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About Route 101

Route 101 is a SaaS provider of next generation customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101's Partner Portfolio

Through a network of long-standing, trusted partnerships with the leading telecoms providers in their field, we are able to help you devise the perfect long-term technology strategy. And thanks to Route 101's experience and expertise, we provide objective, impartial advice to ensure you make the right decision on your future technology choices. Our portfolio includes the following vendors:



CALABRIO



keyivr

NiCE

Omilia
Conversational Intelligence

PCIpal

PolyAI

Sycurio.

zendesk

Further Information

Please see the accompanying "G-Cloud 15 Route 101 Support Service Definition" document and our "G-Cloud 15 Government Digital and Data Roles Rate Card" for our associated professional and support services pricing. These can be found under our Lot 3 listing.

Route 101 Professional Services Pricing

All Route 101 professional services pricing is detailed in our G-Cloud 15 Government Digital and Data Roles Rate Card. Services will be estimated based on your specific requirements and pricing provided from the published rate card.

Any professional services, implementation, delivery, etc. pricing specifically related to software services described in Route 101's Lot 2 listings will be shown alongside the software services to which it relates. For example, Key IVR software pricing listed in our "G-Cloud 15 Route 101 Software Pricing" document has its own associated professional services pricing.

Route 101 Support Pricing

We offer three levels of support to meet the differing operational, technical and governance needs of our customers (full details can be found in our "G-Cloud 15 Route 101 Support Service Definition" document):

- Core Support Service
- Premier Support Service
- Enhanced Managed Service and / or vendor provided support options (for example, Zendesk's "Premier" support packages), tailored for environments with more complex or specialised requirements

Description	Price
Route 101 Core Support , including: • 24 x 7 Support for P1 critical incidents • Problem Management • Change Management • Event Management • Maintenance Schedule Notifications actions • Request Fulfilment	£2.50 per user per month
Route 101 Premier Support , including everything in Core Support, plus: • Enhanced 24 x 7 Support for P1 and P2 incidents • Ongoing Service Optimisation • Enhanced Moves, Adds and Changes (MAC) Package • Customer Success Management and Executive Sponsorship • Enhanced Operational Reporting • Multi-Platform Integration Support • Bespoke Configuration Support	£7.50 per user per month
Route 101 Enhanced Managed Service	Priced using G-Cloud 15 Rate Card
Vendor Provided Support Options	See corresponding vendor software pricing document

Notes

- All prices exclude VAT which will be added to each invoice at the prevailing rate.
- Any travel and expenses will be invoiced separately at cost.
- All pricing is subject to further scoping.
- Minimum user numbers / commitment may apply.