

Elate Pricing

1. Pricing Approach

Elate's pricing is designed to meet UK public sector and G-Cloud procurement expectations.

Pricing is:

- Transparent and easy to understand
- Based on clear and consistent usage definitions
- Aligned with public-sector commissioning and budgeting models
- Structured to support straightforward value-for-money assessment

Elate operates as a specialist care technology supplier with a focused delivery model. This enables clear accountability, direct engagement with delivery teams, and proportionate support aligned to the needs of care providers.

2. Charging Unit and Usage Definitions

Primary Charging Unit

Elate is priced on a **per Active Care Recipient per month** basis.

An **Active Care Recipient** is defined as a client who has at least one scheduled or delivered visit recorded in the Elate system during the relevant billing month.

This charging unit has been selected to align with local authority commissioning, contract management, and budget forecasting practices.

3. Core Subscription Pricing

Core Platform Subscription

The Core Subscription provides access to the full Elate platform, with no tiering or feature gating.

Included:

- Care delivery and digital care records
- Scheduling and rota management
- Care worker check-in and check-out
- Delivered-care time capture
- Contract and rate management
- Invoice generation from delivered care
- Payroll preparation and exports
- Standard operational and financial reporting

Price:

- £10 per Active Care Recipient per month

All prices are exclusive of VAT.

This pricing is structured to provide a clear, predictable cost model without separate charges for modules, tiers, or mandatory add-ons.

4. Minimum Subscription

A minimum subscription applies to ensure service viability and support quality.

- Minimum of **25 Active Care Recipients per month**

If usage falls below this level in any billing month, charges will be applied at the minimum subscription level.

5. Implementation and Onboarding Fees

Implementation is charged as a **one-off fee**, quoted in advance and agreed in the Order Form.

Implementation typically includes:

- Platform configuration
- Data migration (clients, staff, contracts)
- Training for managers and care staff
- Go-live support

Indicative implementation fee:

- £1,500 one-off

Elate does not require mandatory ongoing success or support packages as a condition of use.

6. Optional Additional Services

Optional services may be purchased where required and are always quoted transparently in advance.

Examples include:

- Bespoke reporting or data exports
- Additional training sessions
- Configuration beyond standard setup

No optional service is required to access core platform functionality.

7. Support and Account Management

Standard support is included within the Core Subscription.

As a smaller, specialist supplier, Elate provides customers with:

- Direct access to knowledgeable support staff
- Escalation to senior team members where appropriate
- A pragmatic, delivery-focused approach to issue resolution

Enhanced support arrangements can be agreed where required.

8. Billing and Payment Terms

- Subscription fees are billed monthly in advance
 - Implementation fees are billed as a one-off charge
 - Invoices are payable within **30 days** of invoice date unless otherwise agreed
 - All charges are exclusive of VAT
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9. Price Review and Contract Duration

- Prices are fixed for the initial contract term
 - Any proposed changes are communicated in writing with reasonable notice
 - No automatic uplifts are applied without agreement
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10. G-Cloud and Public Sector Use

This pricing structure is suitable for:

- Direct procurement by care providers
- Procurement via the G-Cloud framework
- Local authority and commissioner-led purchasing

Pricing has been designed to support clear comparison and value-for-money assessment against other care management platforms available through G-Cloud.

11. Pricing Flexibility

Any alternative pricing arrangements, where agreed, will be documented in the Order Form and will not alter the standard pricing model published for G-Cloud.

Appendix A – Core Subscription Inclusions

The following capabilities are included as standard within the Core Subscription:

Care Delivery

- Digital care and support plans
- Structured care delivery records
- Single longitudinal record of care delivered

Scheduling and Rota Management

- Forward rota planning
- Assignment of carers to visits
- Visibility of gaps, overlaps, and capacity issues

Time Capture

- Care worker check-in and check-out
- Recording of delivered hours against scheduled visits
- Visibility of exceptions

Finance Foundations

- Contract and rate management
- Support for multiple funding models
- Invoicing directly from delivered care
- Editable invoices prior to issue

Payroll Preparation

- Payroll hours derived from delivery data
- Exportable payroll files
- Manager review before payroll processing

Reporting and Oversight

- Operational and financial reports
- Filters by client, carer, contract, and date range

All core functionality is included without tiering or mandatory add-ons.