



Ecosystem pricing schedule

January 2026



ice | leading
behaviour
change

Pricing

Year 1

Description	Cost
Best-You CRM Implementation for up to 20 coaches	£38,000
Includes set up of all modules, Service Provider Integration, population tracking front end, standard reports, training, yearly license fee	£0.00
Additional Service Provider Set-up Non-integrated service providers and split assessments, price dependent on complexity	£6,000 - £9,000
Following Years Annual License Fee Hosting & Support including 5 days technical support	£12,500

ALL PRICES ARE EXCLUDING VAT.

Description	Cost
Stop for Life App	£18,000
Includes set up of all local services and providers up to 5 Service Provider Integration, population tracking front end, standard reports, training, yearly license fee.	
Cost per quit will be provided once the brief has been agreed and the type of support wanted in terms of human coaching and NRT and Vaping support.	

Functionality Included

1. Service Provider setup to handle lifestyle services (multiple providers is optional extra)
2. Referral Process (entry of information from referrals received from other sources)
3. Calendar function and 'to do' list to assist advisers with managing caseload(s)
4. Integration with Best-You self-care platform
5. Support for unlimited number of caseloads, each of which can have multiple case handlers
6. Contact recording and tracking of referral through from receipt to resolution and client creation if applicable
7. Integration with NHS choices for GP lookup functions, integration with custom data such as deprivation quintiles
8. Set up of bespoke suite of client assessments to suit commissioner requirements based on standard process (initial assessments, pre and post outcomes, 4 week quits etc.)
9. Inclusion of standard 'widgets' such as BMI calculator, imperial measurements calculators etc.
10. Archiving of clients with ability to re-enter service in multiple 'Episodes'
11. Reports of numbers entering and leaving service together with outcomes.

Support & Consultancy included

1. Up to 2 days Co Creation, Consultancy & Implementation Planning onsite
2. Training to all key users (onsite or remote)
3. Set up of first Service Provider, administrators and advisers
4. Full testing of solution prior to launch
5. Full hosting of the solution for the duration of the contract
6. Access to our support desk for the duration of the contract.

Extras POA

1. Data migration
2. Online referral forms for health professionals or public to self-refer into service
3. Multiple Service Providers with (potentially) split responsibility
4. Data import/export to non-integrated providers via web API
5. SMS support
6. Postcode look up function
7. Chat App integration
8. Integration of additional widgets & Long-Term Conditions
9. Extra on-site consultancy.

Hosting & Support

Our hosting and support package can be tailored for clients where possible. Below we outline our typical response times 08:30-17:00 Mon-Thurs, 08:30-15:45 Friday. Extra hours POA.

Urgent	System not functioning or not allowing operation usage	Respond within 2 hrs. Resolve within 24 hrs.
High	Important operational tasks not functioning	Respond within 4 hrs. Resolve within 48hrs.
Medium	System operational but some functions are not working as usual, workaround is possible	Respond within 8 hrs. Resolve within 3 days.
Low	Minor system issue, not affecting day to day functionality	Respond within 2 days. Resolve within 7 days.

To discuss any further queries,
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