

wyser ASSIST

SCHEDULE OF PRICING

Wyser ASSIST subscriptions are sold as monthly blocks of transcribed audio hours. You pay a fixed fee for a monthly allowance of hours, billed annually.

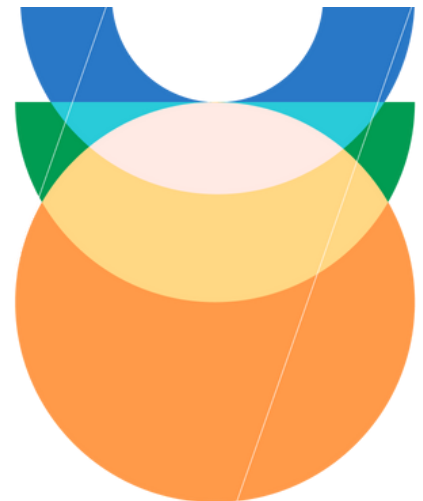
- Your subscription tier is based on your expected transcribed audio hours per month.
- Unused hours roll over to the next month to manage seasonal demand.
- We monitor monthly usage and will agree any tier changes with your organisation.
- Rollover applies within the subscription period only.
- Unused hours are not refundable.

SUBSCRIPTION TIERS

Organisation usage per month

Wyser ASSIST platform access for your organisation, with no user limit. The subscription tiers are based on the total number of audio hours transcribed by the entire organisation per month:

- Tier 1: 0-250 hours of audio
- Tier 2: 250-500 hours of audio
- Tier 3: 500-1,000 hours of audio
- Tier 4: 1,000-1,500 hours of audio
- Tier 5: 1,500-2,500 hours of audio
- Tier 6: 2,500-5,000 hours of audio



SUBSCRIPTION INCLUDES

- Transcription for your monthly block of audio hours, with hour rollover within your subscription period.
- Wyser default summary styles so you can generate consistent notes straight away.
- One bespoke summary style included, so you can match your preferred case note format.
- Implementation, onboarding and support as part of your annual subscription.

Optional add-ons

- ASSIST Go (mobile app)
- Desktop Recorder
- Microsoft Teams integration
- Additional bespoke summaries
- Document Builder module: Create client-ready letters, reports and case notes.





SCHEDULE OF PRICING

Your annual subscription gives you one clear price for Wyser ASSIST. It covers implementation and onboarding, online training resources, design charges, licence costs and support charges.

Use the tables to pick a tier based on your monthly audio hours. Optional add-ons are priced as a percentage of your chosen tier, with worked examples shown.

ANNUAL SUBSCRIPTION RATES

Included with your licence and annual subscription: secure access to Wyser ASSIST with monthly hour rollover, planned maintenance and 99% availability target, second and third line support during support hours, training documentation, knowledge base and operation under our certified security and data protections.

Subscription Tier	Hours per month	Maximum subscription Price per year, ex VAT
Tier 1	0-250	£5,128
Tier 2	250-500	£10,255
Tier 3	500-1,000	£19,485
Tier 4	1,000-1,500	£27,690
Tier 5	1,500-2,500	£43,586
Tier 6	2,500-5,000	£82,045

All rates shown are exclusive of VAT.



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OPTIONAL ADD-ONS

Description	Price, ex VAT
ASSIST Go: Mobile app for recording face-to-face client conversations. One-tap capture works on or offline, then uploads securely to ASSIST for transcription with automatic deletion of the recording from the mobile device. Ideal for drop-ins, outreach and clients who prefer in-person support.	10% of Subscription annually
ASSIST + Microsoft Teams: Native integration that detects and processes advisor calls made through Teams. Recordings are captured securely and made available for transcription in ASSIST without changing your systems. Quick to set up, compliant and ready for immediate time savings.	10% of Subscription annually
Desktop Recorder: PC or laptop app that captures phone or video calls with no extra hardware. One-click start, pause or stop, handles long sessions, then uploads securely to Wyser ASSIST for transcription.	10% of Subscription annually
Document Builder Module: Additional module option which allows users to create client-ready letters, reports and case notes from transcripts and summaries using templates, then copy the output into your case management system.	25% of Subscription annually
Set up fee for additional bespoke summary: One-off fee for each bespoke summary beyond those included in your subscription.	£1,343
Bespoke summary data processing fee: Annual charge for each bespoke summary beyond those included in your selected tier. Percentage shown applies.	2% of Subscription annually
Training: A 30-minute online session led by a Wyser team member. It includes a product demonstration followed by a question and answer segment. Designed for new users or anyone who needs a refresher after the 12-week onboarding period.	£150 per session

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OPTIONAL ADD-ONS: WORKED EXAMPLES

Subscription Tier	ASSIST Go	Desktop Recorder	ASSIST + Microsoft Teams	Document Builder	Bespoke Summary (each)
Tier 1	£512.80	£512.80	£512.80	£1,282.00	£102.56
Tier 2	£1,025.50	£1,025.50	£1,025.50	£2,563.75	£205.10
Tier 3	£1,948.50	£1,948.50	£1,948.50	£4,871.25	£389.70
Tier 4	£2,769.00	£2,769.00	£2,769.00	£6,922.50	£553.80
Tier 5	£4,358.60	£4,358.60	£4,358.60	£10,896.50	£871.72
Tier 6	£8,204.50	£8,204.50	£8,204.50	£20,511.25	£1,640.90

Optional add-ons require an active subscription tier.

Add-ons are charged annually at the percentage shown for your chosen tier.

Worked examples are indicative. Your total depends on the add-ons you select.

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