

e18

Innovation

a Digital Workforce Company



DWF Outsmart Pricing Document

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1) Outsmart Platform

The Outsmart platform is a managed cloud environment that includes the necessary components and tools to create holistic business automation solutions and operate them in production.

1.1 Robotic Process Automation (RPA)

		Term	
		12 Months (Per Worker / Per Annum)	12 – 60 Months (Per Worker / Per Annum)
Blue Prism	Production Worker	£18,432	£16,416
	Development Worker	£4,954	£4,412
UiPath	Production Worker	£19,712	£17,556
	Development Worker	£3,492	£3,110
	Developer Licence	£4,112	£3,662
Robocorp	Production Worker	£12,150	£12,150
	Development Worker	£4,185	£4,185

1.2 Business Process Automation (BPA)

Annual BPA Base Fee	Licence Quantity (Regular Users)	RCPIs Per Year	Licence Cost (Per User / Per Annum)
£15,900	25	125,000	£1,742
	50	250,000	£1,307
	100	500,000	£1,052
	150	750,000	£921
	200	1,000,000	£789
	200+ by negotiation		

- The ‘Annual BPA Base Fee’ is a fixed cost, irrespective of the number of user licences. Includes BPA platform hosting and support (by DWF), including new releases management, bug fixes, and other software maintenance.
- The ‘Licence Cost’ pricing is based on flowable BPA technology from DWF and is valid when commitment is made to a 12-month period in advance (or greater).
- Additional users can be added in packs of 25 users (minimum) and can be added and co-terminated at any time.
- The discounted unit prices apply to all licences from that point forward (not only to the net new licences).
- This is a licence with an Enterprise Scope. This means that there is no limitation to the number of use cases, processes, or case models or Flowable instances.
- RCPI (Root Case and Process Instance) shall mean a root process or case instance created in the Licenced Software via any product interface, including user and programmatic APIs such as Java, REST, and events. A process or case instance is uniquely identified by its ID stored in the Licenced Software Database. A process or case instance qualifies as root instance if there is no parent instance existing, i.e., there is no process or case instance parent reference.

1.3 Intelligent Document Processing (IDP)



Volume	Unit Price (Per Impression)
0 - 100k	£0.15
100k - 250k	£0.12
250k - 500k	£0.11
500k – 2.5m	£0.10
2.5m +	£0.09

The applicable price band for IDP impression costs shall be based on the total aggregate number of impressions annually. Ongoing impressions shall be charged as per the volume banding as volumes increase over time. For clarity, charges are incremental, and any reduction in unit price band is applicable from that point forward in any given year.

2) **e18 Programme Support Services**

2.1 Basic

Our basic service package provides essential guidance to help organisations launch an automation capability safely, with access to shared NHS learnings.

What's included:

- **Programme Onboarding:** establish programme scope, roles & responsibilities, and support requirements.
- **Quarterly Programme Reviews:** attend quarterly programme review meetings hosted by our Customer Success team and receive a high-level, forward-looking recommendations summary following each meeting.
- **Access to Community & Shared Learning:** receive basic access to the online e18 automation community for up to 5 members of your organisation.
- **Reference Materials & Guidance:** access our standard governance and benefits realisation templates, and receive tailored advice on training materials/modules to develop your internal automation capability.

Price = £9,995 + VAT per annum

2.2 Growth

Our growth service package is designed for organisations looking to actively grow their automation programme, moving beyond foundational activity to identify, prioritise, and embed transformational automations that deliver meaningful operational and financial impact.

Includes all Basic services, plus:

- **Transformational Process Identification:** five structured 'Process Discovery Workshops' per annum – hosted by our NHS transformation experts – focused on identifying high-impact automation opportunities.

- **Access to our NHS Automation Process Library:** receive upgraded access to our online community for an unlimited number of users, which includes an NHS process library of over 350 live automations.
- **Team Setup & Automation Governance:** work in partnership with us to create or grow an in-house automation capability, and embed rigorous governance that enables process prioritisation aligned to strategic objectives.
- **Automation Maturity Assessment:** undertake a formal annual assessment of your automation maturity vs peer organisations to identify strengths, weaknesses, and areas of opportunity.
- **External Funding Support:** receive exclusive information on identified regional and national funding opportunities and leverage tailored bid-support to secure funds for your programme.
- **Internal Business Case Advice:** advisory services to develop robust internal business cases, including benefits analysis, ROI modelling, and narrative reviews to obtain executive approval.
- **Automation Technology Guidance:** establish a bespoke framework for determining which automation use cases are best suited to which automation tool.
- **Dedicated Customer Success Lead:** collaborate with e18's in-house automation experts, with monthly programme review meetings and on-demand responses to queries.

Price = £19,995 + VAT per annum

2.3 Transformation

Our transformation support package provides strategic alignment and executive-level engagement for organisations operating automation at scale or embedding it as a core transformation capability.

Includes all Basic and Growth services, plus:

- **Intelligent Automation Health Check:** data-driven annual service reviews of your automation architecture and live automation estate to drive platform and process optimisation.
- **Steering Group Attendance and Executive Reviews:** our automation experts will attend monthly governance meetings and host quarterly strategic reviews with programme SROs and execs.
- **Benefits Realisation Framework:** design and implement a structured benefits tracking approach to evidence ROI and value delivered.
- **Automation Strategy Development:** co-creation of a Trust-aligned automation strategy and multi-year programme roadmap.
- **Pipeline Optimisation:** receive an additional 5 'Process Discovery Workshops' per annum to scale process identification across the organisation.

Price = £29,995 + VAT per annum

3) Continuous Implementation Services

Specialist support services are available as modular packages alongside any support tier.

3.1 Continuous Analyst Support

Provides time-based analyst services to support:

- **Process Deep-Dives:** detailed assessments of end-to-end processes to identify automation suitability, complexity, and value.
- **Solution Design:** clear definition of automation scope, assumptions, and process boundaries to inform delivery.
- **PDD creation:** creation of structured Process Definition Documents to support accurate and efficient automation delivery.

Price = £1062.50 + VAT per day

Minimum commitment: 2 days per month

3.2 Continuous Developer Oversight

Provides time-based developer services to support:

- **Best Practice Guidance:** advice on automation standards, design principles, and development approaches aligned to best practice.
- **Developer Mentorship:** mentoring for in-house developers to build their capability and consistency.
- **Delivery Oversight:** independent technical oversight to support delivery quality.
- **Code Reviews and Quality Assurance:** structured automation reviews to ensure quality, maintainability, and adherence to development standards ahead of go-live.

Price = £1062.50 + VAT per day

Minimum commitment: 2 days per month

3.3 Continuous Automation Delivery

Provides time-based automation delivery services to carry out:

- **Automation Build and Testing:** design, development, and testing of automation solutions.
- **Controlled Deployment:** management of go-live activities, including hyper-care support, to move automations safely and effectively into live operation.
- **Enhancements and Rework of Existing Automations:** optimisation and remediation of existing automations to improve performance, address defects, or reflect process changes.

Price = £1062.50 + VAT per day

Minimum commitment: 4 days per month

4) Project Based Automation Services

Project-Based Automation Services provide standalone consultancy and delivery services and are priced according to project scope.

Price (onshore) = £1,062.50 + VAT per day

Price (nearshore) = £650 + VAT per day

5) Automation Maintenance Services

5.1 Run Management Service: an SLA-based service to ensure the business continuity of RPA solutions deployed to the Outsmart platform. This service consists of the run-time maintenance of specified automations.

Process Priority	Resolution	Annual Price Per Automation
P1	<2h (24/7)	£21,600
P2	<12h (Weekdays)	£7,200
P3	<24h (Weekdays)	£4,800

5.2 BPA Solution Management Service: an SLA-based service to ensure the business continuity of BPA solutions deployed to the Outsmart platform. This service has two main elements: i) main user support and ii) solution runtime maintenance. This service does not apply to any attached automation solution (e.g. RPA, IDP etc.)

Process Priority	Resolution	Annual Price Per Automation
P1	<2h (24/7)	£32,400
P2	<2h (Weekdays)	£27,000

5.3 Control Room Monitoring Service: an SLA-based service to ensure the business continuity of automations deployed to cloud-based automation platforms not hosted by e18 Innovation/Digital Workforce. This service consists of the run-time maintenance of specified automations. All processes under this service have a process priority of 'P3'.

Pricing:

- Up to 5 automations = £13,800 + VAT per annum
- 6 – 10 automations = £21,505 + VAT per annum
- Additional automations = £2,070 + VAT per annum



6) Pathway and Operational Analysis Services

Pathway and Operational Analysis Services provide deep, end-to-end exploration of how work flows across clinical pathways or business processes, identifying where automation can deliver the greatest impact and shaping a clear foundation for future automation delivery. Pathway and operational analysis services are priced according to project scope.

Price = £1,062.50 + VAT per day