



## Beam Platform Pricing Overview

Traditional software is typically priced per seat, requiring you to pay for every licensed user regardless of their actual activity. We believe this traditional model is ill-suited for public sector and social impact teams, where roles evolve, caseloads fluctuate, and staff turnover occurs.

Beam offers a value-aligned pricing model built for real-world operations:

- **Single organisation licence, no per-user fees.** One pooled licence covers all Beam tools for unlimited users with no per-user costs.
- **Clear, flexible units.** Units are based on a small set of simple metrics like minutes spoken.
- **All-inclusive support.** Custom templates, onboarding, training, support, and maintenance are fully included without extra fees.

### 1. How a Beam Subscription Works

- Pay upfront for an organisational package
- No limit on user numbers - you control who has access
- Live analytics make it easy to track how much you're using
- No hidden fees. Unlimited templates and support included as standard.

All subscriptions come with everything you need, including:

#### Unlimited custom Talk agent templates, unlimited updates

- Sector leading templates, custom built for you, for your exact workflows.
- Expert template design and amendment - simply contact our team via your admin dashboard to design, build or change a template
- Ongoing and unlimited iterations to your templates, to keep up to date with your teams' policies and processes

#### Bespoke, hands on support

- Unlimited tailored training sessions for your teams including group training, 1:1 support and e-learning
- A bespoke train-the-trainer programme and manager enablement sessions
- Hands on support - fast support via same-day email support and live chat
- Video and text based user guides.

#### A true partnership

- Dedicated project and delivery manager who will create and manage a project plan with monthly steering calls to drive progress, and is a single point of contact throughout our partnership.
- Detailed reporting - identification of success metrics, capture required evaluation data and report against progress.
- Community - invitations to dedicated forums for practitioners, project managers and senior leaders to connect and share learning



## 2. Subscription Pricing for Beam Talk

As part of your Beam Talk subscription, you will be able to access a full Notes summary, accessed from within the Beam platform.

### 2.1 Beam Subscription Unit System and Pricing

Units can be used in a number of ways\*:

- Beam Talk: 15 minutes of voice, or 40 chat messages = 1 unit (*charged by the voice minute, not rounded up*)

Simply add up the number of units you expect to use to choose a tier. Beam can help customers to estimate the right usage tier, and live analytics make it easy for customers to track usage.

You can spot purchase units or upgrade your tier at any time by paying the difference - no extra fees.

| Tier | Unit            | Discount | Annual fee |
|------|-----------------|----------|------------|
| 1    | Up to 6,000     | 0%       | £30,000    |
| 2    | Up to 12,000    | 15%      | £51,000    |
| 3    | Up to 25,000    | 30%      | £87,500    |
| 4    | Up to 50,000    | 45%      | £137,500   |
| 5    | Up to 100,000   | 55%      | £225,000   |
| 6    | Up to 150,000   | 65%      | £262,500   |
| 7    | Up to 200,000   | 70%      | £300,000   |
| 8    | Up to 500,000   | 71%      | £725,000   |
| 9    | Up to 1,000,000 | 72%      | £1,400,000 |

### 2.2 Volume discounts

Any contract over 2+ years qualifies for a 5% discount.

### 2.3 Talk Implementation Fee

A one-time £2,500 implementation fee applies for each Talk agent bought as part of a subscription.

## 3. Pilot Options

Beam pilots let a small group of your staff test our tools in real workflows, with hands-on delivery support and a detailed evaluation of impact against your own success measures.

| Standalone Talk pilot                           |                                |
|-------------------------------------------------|--------------------------------|
| Duration                                        | 8-12 weeks                     |
| Testing group                                   | Tailored dependent on use case |
| List price                                      | £15,000                        |
| Offer price valid until 30 November 2026        | £7,500                         |
| Offer price valid between 1 Dec and 14 Dec 2026 | £10,000                        |

### 3.1 Beam Talk: Pilot and evaluation

For organisations looking to pilot Beam Talk, Beam offers an 8-12 week pilot with hands-on project management and a detailed evaluation of impact, completed to your specifications.

**Price:** £15,000, discounted to **£7,500** until 30 November 2026, and discounted to **£10,000** between 1 December and 14 December.

#### How it runs

1. **Pre-work**
2. **Discovery**
3. **Initial trial**
4. **Formal testing**
5. **Evaluation**

Organisations piloting in more than one service area can combine pilots for a further discount (see 3.2).

### 3.2 Multiple pilot discount

Discounts are available for organisations piloting Beam tools in multiple directorates or service areas (for example Adults' and Children's Social Care, different clinical teams, or different departments) when the pilots are purchased together.

Discounts apply to standard pricing only and cannot be combined with time-limited promotional offers.

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| Pilots purchased together | Total price | Price per pilot | Discount |
|---------------------------|-------------|-----------------|----------|
| 1                         | £30,000     | £30,000         | n/a      |
| 2                         | £40,000     | £20,000         | 33%      |
| 3                         | £45,000     | £15,000         | 50%      |