



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 credits.** Credits are based on a small set of simple metrics like recorded hours. Credits can be used flexibly across products, enabling you to add new tools without a contract update.
- **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 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 Platform Tools

A flexible credits-based subscription model gives access to all Beam tools from within the platform. Credits can be used for your chosen tools. You control which tools are activated, and who has access to each one.

At least one tool must be activated during the contract.

(1) Beam Notes: recording, transcription and summarisation of frontline conversations to create detailed casenotes including a (2) Build feature which allows users to create detailed reports in minutes from customer uploaded reference documents

(3) Beam Plan: a customised workflow assistant that guides users through complex, multi-stage pathways and assessments

(4) Beam Talk: a flexible voice and web chatbot, supporting triage, information gathering and client/service user engagement

(5) Beam Interpret: live translation of conversations into/from 45+ languages

All modules produce a full Notes summary and are accessed from within the platform.

2.1 Beam Subscription Credit System and Pricing

Credits can be used in a number of ways*:

- Beam Notes: 60 minutes of recording = 1 credit (*charged by the minute, not rounded up*)
- Beam Build: 1 report = 1 credit
- Beam Talk: 15 minutes of voice, or 40 chat messages = 1 credit (*charged by the voice minute, not rounded up*)
- Beam Interpret: 20 minutes of interpretation = 1 credit (*charged by the minute, not rounded up*)
- Beam Plan: 1 plan = 6 credits

Simply add up the number of credits 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 credits or upgrade your tier at any time by paying the difference - no extra fees.

Tier	Credit	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

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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.



3. Pilot options

3.1 Beam Notes: Pilot and Evaluation

A comprehensive 12-week pilot for a small group of testers to trial Beam Notes with hands-on project management and a detailed evaluation of impact, completed to your specifications.

- 2 bespoke templates - custom built for you, for your exact workflows;
- Project management - dedicated delivery manager to project manager and drive the pilot, co-ordinate training, deliver bespoke reporting and evaluation;
- Tailored training - hands-on support and training, including 1:1, small group and in person support as agreed;
- User feedback sessions - completed with testing group throughout the pilot to gather product and usage feedback;
- Bespoke, detailed evaluation - quantitative and qualitative evaluation completed against your key performance indicators, with detailed written report and presentation of results to project team;
- Unlimited usage for testing group - no cap on usage during testing period, for 20-40 users;
- Guided setup - hands-on support to complete necessary governance including DPIA, infosec reviews and any business case modelling requirements;
- All hosting costs included - no hidden or additional fees;
- Customer support - fast, friendly support via live chat, email and 1:1 video call.

Price for Beam Notes Pilot and Evaluation: £30,000

3.2 Beam Talk or Beam Interpret: Pilot and evaluation

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

- Pre work
- Discovery
- Initial Trial
- Formal Testing
- Evaluation

Price for Beam Talk or Beam Interpret pilot and evaluation: £15,000

Alternatively, a Talk or Interpret pilot can be added into a Notes pilot for £5000.

3.3 Multiple pilot discount

Discounts are available for organisations looking to pilot Beam tools in multiple directorates or organisational service areas (for example Adults and Children's Social Care, different

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clinical teams, different departments), when pilots are purchased together:

- Two pilots: £40,000 (£20,000 per pilot, 33% discount)
- Three pilots: £45,000 (£15,000 per pilot, 50% discount)