



Outsource Automation Solutions



Pricing Document

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1 Outsource Automation Solutions – Software Solutions

1.1 Our Approach

Outsource Automation Solutions is a certified partner with several software solutions. Due to the complexity of the various licensing, subscription models and services they offer we cannot offer specific pricing for all product combinations. Additionally, there are potential discounts available based on volume, terms, bundling or other factors.

Should you require a quotation for any of these software solutions please contact us at sales@globaloas.com

We deliver benefits without compromise

1.2 SS&C Blue Prism

SS&C Blue Prism offer a range of software and cloud solutions that provides automation solutions that range from basic Robotic Process Automation (RPA) through to Agentic Automation and AI governance tools. Their suite of products help government organisations with the opportunity to lower costs, reduce cycle times and improve both citizen or client experience and employee satisfaction.

1.3 CLEVVA

CLEVVA is a Digital BPO that trains, deploys and manages AI Virtual Agents for companies looking to improve customer service at a lower cost to serve. CLEVVA transforms customer service using highly skilled AI Virtual Agents that can be trusted to have the right conversations with your customers, no matter the channel or time of day.

Due to the extensive combinations of offerings, please contact us directly for pricing.

1.4 AskElie

AskElie – the Ever-Learning Intelligent Engine (ELIE) makes automation smarter and simpler. No more complex configuration, slow deployment, or juggling multiple vendors. AskElie AI Automation platform is next-generation, modular, and scalable with each capability available as a microservice so you only use (and pay for) what you need. Easy to deploy, fast to configure, and built to deliver a guaranteed ROI.

Outsource Automations Solutions will accompany you through your automation journey, helping you focus on a solid foundation to maximise delivery of benefits. Whether you wish to develop your own Automation Centre of Excellence or utilise our extensive experience to deliver automations for you we can provide software solutions to support them.

Each AskElie solution is tailored to the exact needs of the customer, therefore please contact us directly for pricing.

2 Outsource Automation Solutions – Professional & Managed Services

2.1 Service Name - Agentic Automation and Digital Front Door Model

OAS designs and delivers agentic automation to support end-to-end service delivery across digital and assisted channels. This includes a digital front door covering voice, email, web chat, online forms and assisted digital routes, enabling consistent handling of demand regardless of channel.

Agentic automation is used to interpret intent, apply rules and context, and determine the most appropriate action for each interaction. Depending on the service, this may involve automated resolution, orchestration of downstream activity, or routing to a human officer where judgement is required.

Agentic capability builds on earlier automation rather than replacing it, allowing organisations to extend functionality while retaining stability, auditability and control.

To deliver this service OAS need to scope this engagement by engagement. We will scope the discovery phase which will validate the Business Case, scope the value streams, define the technical requirements and estimate the potential full invest required to deliver the value outlined in the Business Case – This will typically be charged at the **SFIA level 7 – Strategy and Architecture** Day Rate: **£1,050**, but may be a blended rate if other SFIA Level resources are involved.

2.2 Service Name - Orchestration and Workflow Management

Orchestration sits across all stages of the capability journey, coordinating activity between systems, automation, digital workers and human teams. It ensures work flows end-to-end across services rather than being managed as disconnected transactions.

Orchestration provides:

- Control over how work enters the system
- Routing and prioritisation across services and teams
- Visibility of work in progress and dependencies
- Governance, auditability and decision transparency

This ensures that as capability increases, services remain manageable, compliant and aligned to operational and governance requirements.

To deliver this service OAS need to scope this engagement by engagement. We will scope the discovery phase which will validate the Business Case, scope the value streams, define the technical requirements and estimate the potential full invest required to deliver the value outlined in the Business Case – This will be charged at the **SFIA level 7 – Strategy and Architecture** Day Rate: **£1,050**, but may be a blended rate if other SFIA Level resources are involved.

2.3 Service Name – Outsource Automation Solutions Professional Services

	Day Rate
Automation Tester	£725
Automation Designer	
Business Analyst	
Infrastructure Architect	

- Pricing may vary depending on number of days purchased and skillset

OAS automations are warrantied against defects at no extra cost.

2.4 Service Name – Outsource Automation Solutions Managed Service

Our Managed Service offering forms a strategic partnership with the client, focusing on benefits realisation and service delivery. Its features include:

- 9x5 Monitoring & Management of Automations
- **Guaranteed** number of new automations delivered per year within the contract period
- All maintenance required to accommodate system updates
- Minor requirements changes to accommodate changes to ways of working and keep the automation current
- Management of BPC platform upgrades
- Architecture and design oversight
- Consistent delivery standards
- Fixed pricing, providing a known cost with no surprises and a clear benefits case
- Transfer of operational risk to a third party
- Continuous cover through holiday periods
- Broader experience than an internal team, providing greater scope for delivering benefits
- Onsite review of the Clients existing Platform & Capability, if required

Number of New Automations Built in a Year	Annual Price
4 Automations	£118,030
5 Automations	£141,019
6 Automations	£163,140
7 Automations	£183,179
8 Automations	£204,780
10 Automations	£242,950
12 Automations	£286,350

- Pricing may vary depending on number of existing automations and complexity of pipeline automations

OAS automations are warrantied against defects at no extra cost.

2.5 Service Name – Outsource Automation Solutions Control Room Service

Under this service, OAS assumes responsibility for the day-to-day operation and care of the Blue Prism platform and live automations. This includes proactive monitoring of Control Room activity, queue health, schedules, and runtime performance to ensure automations execute as intended and deliver consistent throughput. Incidents are triaged and resolved quickly to minimise disruption, with clear escalation and communication where required.

By maintaining platform health, availability, and resilience, the Run and Maintain service protects the value already invested in automation. Customers gain predictable operating costs, reduced operational risk, and confidence that their Blue Prism estate will continue to deliver measurable benefits over time, without the overhead of managing the platform themselves. The following services are provided:

Daily Monitoring & Management of automation in Blue Prism Control Room during business hours, including:

- Digital Workers online and successfully logging in
- Schedules running as expected
- Management of Environment and Session Variables
- Credentials updates (if required)
- Investigation of terminated sessions
- Monitoring for 'stalled' automations
- Restart of workers/schedules if required
- Triage of system exceptions
- Escalation of exceptions to 1st line support and communication to stakeholders
- Maintenance and Changes can also be included at an additional cost, subject to terms and conditions. Due to the variability associated with automations, please contact us for a quote

Price	
Control Room Monitoring	£17,400 per annum Starting price for up to 10 automations
Control Room Holiday Cover	£200 per day

- Requires automations to meet appropriate standards

2.6 Service Name – Outsource Automation Solutions Training Services

OAS provides Blue Prism development training built around a class-leading delivery methodology designed to produce automations that are reliable, easy to understand, and straightforward to maintain over their full operational life. The focus is not just on teaching tooling, but on embedding disciplined development practices that enable long-term sustainability and consistent quality.

Training is delivered in two complementary formats.

Classroom Development Training provides structured, instructor-led learning using predefined automation examples. Delegates are guided step-by-step through the application of the OAS development methodology, standards, and best practices while building a representative automation. This approach is well suited to establishing core technical skills, understanding the Blue Prism platform, and developing confidence in a controlled learning environment.

HeadStart Development Training takes a delivery-led approach. Rather than working on a canned example, delegates are trained while building a real automation drawn directly from the customer's own delivery pipeline. Under expert guidance, participants apply the methodology to live processes, progressing from design through build and testing. **By the end of the training, the automation is production-ready and delivers immediate operational value.**

This approach ensures skills transfer is reinforced through real delivery, avoids wasted effort, and enables organisations to achieve immediate return on investment while building in-house capability from day one.

Rate for Closed Course up to 6 Delegates	
Delivery Methodology & Development Standards only	£6,995 Up to 3 delegates
Standard Enablement Training	£14,995 – Up to 3 delegates
Blue Prism Technical Training, plus Delivery Methodology & Development Standards	£24,995 – Up to 6 delegates
Professional Enablement Training with HeadStart	£48,755 – 4 delegates
Blue Prism Technical Training	Includes up to 4 automations built and ready for UAT
Delivery Methodology & Development Standards	
Post-training mentoring	
Each delegate designs & builds an automation from your pipeline	
Remote Enablement Training	£9,995 – Up to 3 delegates
Delivery Methodology & Development Standards	£14,995 – Up to 6 delegates
Blue Prism Technical Mentoring & Support	
Control Room Training	£1,995 – Up to 6 delegates
All aspects of monitoring & managing Digital Workers and automations in Production	Plus expenses

All training is classroom based, except Remote Enablement Training

Training is performed at customers site. All travel & expenses are included in the quoted price, unless otherwise stated.

3 SS&C Blue Prism Pricing

3.1 Service Name – SS&C Blue Prism Cloud

Choose from one of two methods of enablement:

3.1.1 Enablement Option 1 – Launch Pack

Buy Price	
	Year 1 (£)
Blue Prism Cloud Including: 2 Production Workers, 1 Development Worker and Production Support	£44,044

Buy Price	
	Year 1 (£)
Blue Prism Cloud Including: 3 Production Workers, 1 Development Worker and Production Support	£66,066

¹Blue Prism Cloud (BPC) Launch Packs consist of a bundle of 2 or 3 BPC Digital Workers for a 1-year term, plus Production Support.

²New customers only

³Launch Pack licences purchased under Enablement Option 1 are not renewable under Enablement Option 1 and must be acquired under Enablement Option 2 in subsequent years.

3.1.2 Enablement Option 2 – Standard Contracted Service

Select the number of Digital Workers required to meet the business requirements

Per Digital Worker/year in £GBP Including Production Support

Digital Workers	Term (years)		
	1	2	3
2	£28,720	£26,482	£26,482
3	£23,924	£22,183	£22,183
4	£21,554	£20,033	£20,033
5-10	£20,407	£18,985	£18,985
11-20	£17,205	£15,645	£15,645
21-50	£15,357	£13,957	£13,957
51-100	£14,046	£12,767	£12,767
101-200	£13,098	£11,907	£11,907
Dev Worker	£ 6,615	£ 6,615	£ 6,615

- 1 Development Worker is provided free of charge for the first 5 or fewer Digital Workers.
- 1 additional Development Worker is provided free of charge for every 5 production digital workers over and above the first 5

3.2 SS&C Blue Prism Enterprise

3.2.1 Service Name – SS&C Blue Prism Enterprise

Select the number of digital workers required to meet business requirements. These can be deployed on a PC, Server infrastructure or a private cloud environment. Production Support must be added to the licence price. An upgrade to Business Critical Support is available.

Per Digital Worker/year in £ GBP*

Digital Workers	Term (years)		
	1	2	3
1-10	£10,584	£10,055	£10,055
11-20	£10,474	£9,526	£9,526
21-50	£9,900	£8,996	£8,996
51-100	£9,316	£8,467	£8,467
101-200	£8,732	£7,938	£7,938

*Production Support will be added to the licence price at 15% of the annual licence fee.

Unlimited number of Development Workers are provided free of charge for use in non-production environments.

3.2.2 Service Name – SS&C Blue Prism Enterprise Support Options

Knowledge Support – Time called-off in 2-hour increments

	Term (years)		
	1	2	3
Bronze - up to 20 hours per annum	£7,550	£6,950	£6,300
Silver - up to 50 hours per annum	£15,100	£13,850	£12,600
Gold - up to 120 hours per annum	£30,250	£27,700	£25,200

Platform Support

Business Critical Support 24x7 Support	20% uplift on annual licence fee
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3.3 SS&C Blue Prism WorkHQ

3.3.1 Service Name – SS&C Blue Prism WorkHQ

Blue Prism WorkHQ (formerly known as Next Gen) is Blue Prism’s cloud-native automation fabric where digital workers, humans and AI agents work together to deliver enterprise business value.

SS&C Blue Prism WorkHQ Workflows with Production Support

Workflow Invocations (must be purchased in increments of 1000)	Included HiTL Named Users	Price per Work-flow Invocation	Additional HiTL Users (per user)	AI Gateway Add-On Price
100,000 – 499,000	10	£0.39	£270	£15,400 (includes 8M tokens and API calls from WorkHQ only)
500,000 – 2,999,000	50	£0.22	£230	£46,200 (includes 40M tokens and API calls from WorkHQ only)
3,000,000 or more	100	£0.18	£190	£88,200 (includes 400M tokens full UI Governance)

- For workflow, agentic or orchestration capabilities, select the required workflow invocation quantity.
- Workflow invocation volume tiers include stated human in the loop (HiTL) named user licenses.
- Additional HiTL named user licenses can be added at additional cost.
- Unused Workflows expire one-year from date of purchase.
- Additional AI Gateway Add-On may be added at each tier
- Digital workers may be purchased with or without a workflow package
- AI Gateway access may be added to WorkHQ. Below 3M Workflows, the inclusion of AI Gateway as an add-on is limited to API calls from WorkHQ only (i.e. no Governance UI access)
- Business Critical support is available at an uplift of 20%

Workflow pricing includes the following:

- Unlimited AI Agent designs.
- AI Agents must be called within a Workflow to be executed.
- Unlimited Workflow designs.
- Metering is based on workflow invocations.
- Debugging mode does not trigger workflow invocation meter, but may not be used in production.

SS&C Blue Prism WorkHQ Per Digital Worker/year in £GBP*

Digital Workers	Term (years)		
	1	2	3
1-4	£17,346	£15,761	£15,761
5-10	£15,383	£13,986	£13,986
11-20	£14,406	£13,094	£13,094
21-50	£13,787	£12,527	£12,527
51-100	£13,073	£11,886	£11,886
101-200	£11,561	£10,511	£10,511

3.3.2 Service Name – SS&C Blue Prism WorkHQ Support Options (optional)

Platform Support

Business Critical Support 24x7 Support	20% uplift on annual licence fee
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4 SS&C AI Gateway

4.1 Service Name – SS&C AI Gateway

SS&C AI Gateway is an enterprise-grade AI governance platform to help enterprises govern and accelerate AI integration in complex business processes.

Available as a full AI Governance model, or as a chat interface.

	Component	Price	Commercial Structure
SOLD AS A BUNDLE ONLY	SS&C AI Gateway Core • API Gateway with Guardrails, Audit, RAG & Safety	£17 / 1M Tokens	• Sold in 1M token buckets • Committed and invoiced upfront • Expires after set term (typically 1 year) • Minimum commitment required • Auto-renews to reduce paperwork • Early consumption triggers new bucket • Unused tokens expire; overage covered by next bucket
	SS&C Governance UI • AI platform Management Console • Track governance, prompt quality	£88,200 per Admin Seat	• Annual commitment, invoiced upfront • Multi-year billed annually if needed • Auto-renew recommended • Admin Seat fee covers all Business User Governance UI access
	SS&C Chat • Platform integrated chat interface like ChatGPT but safe for any data	£284 per seat	• Annual commitment, sold upfront • Invoiced upfront or annually (multi-year) • Auto-renew recommended
	SS&C Chat+ • Requires purchase of SS&C Chat (upgrade to existing baseline)	£228 per seat	• Annual commitment, sold upfront • Invoiced upfront or annually (multi-year) • Auto-renew recommended • Sold as upgrade to SS&C Chat

4.1.1 Service Name – SS&C AI Gateway Support Options (optional)

Platform Support

Business Critical Support 24x7 Support	20% uplift on annual licence fee
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4.2 SS&C Blue Prism Chorus BPM

4.2.1 Service Name – SS&C Blue Prism Chorus Business Process Management

Chorus BPM Starter Pack (User) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	£685	£630	£570
251-1000	£616	£565	£514
1001- 3000	£546	£505	£458
3001-5000	£482	£440	£398
5001+	£412	£375	£343

Chorus BPM Starter Pack User Managed Platform Service (User MPS) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	280	257	232
251-1000	251	231	210
1001- 3000	233	206	187
3001-5000	197	180	163
5001+	168	153	140

*Quantity must match BPM Starter User

Chorus BPM Professional Pack (User) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	1176	1079	977
251-1000	1056	968	880
1001- 3000	940	861	783
3001-5000	824	755	685
5001+	704	648	588

Chorus BPM Professional Pack User Managed Platform Service (User MPS) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	504	462	419
251-1000	452	415	377
1001- 3000	403	369	335
3001-5000	353	323	294
5001+	302	278	252

*Quantity must match BPM Professional User

Chorus BPM Enterprise Pack (User) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	1351	1239	1126
251-1000	1216	1114	1013
1001- 3000	1081	991	901
3001-5000	946	867	788
5001+	811	743	676

Chorus BPM Enterprise Pack User Managed Platform Service (User MPS) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	579	531	483
251-1000	521	478	434
1001- 3000	463	425	386
3001-5000	405	371	338
5001+	348	319	290

*Quantity must match BPM Enterprise User

Chorus BPM Operational Analytics Pack (User) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	245	222	204
251-1000	222	204	185
1001- 3000	194	181	162
3001-5000	171	157	144
5001+	148	134	120

*Must match number of users in BPM Database

Chorus BPM Operational Analytics Pack User Managed Platform Service (User MPS) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	105	95	87
251-1000	95	87	79
1001- 3000	83	77	69
3001-5000	73	67	62
5001+	64	58	52

*Quantity must match BPM Operational Analytics User

Chorus BPM Comms Pack (User) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	194	181	162
251-1000	176	162	148
1001- 3000	157	144	130
3001-5000	139	125	116
5001+	116	107	97

*Must match number of users in BPM Database

Chorus BPM Comms Pack User Managed Platform Service (User MPS) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	83	77	69
251-1000	75	69	64
1001- 3000	67	62	56
3001-5000	60	54	50
5001+	50	46	42

*Quantity must match BPM Comms User

Chorus BPM Digital Mailroom Pack (User) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	194	181	162
251-1000	176	162	148
1001- 3000	157	144	130
3001-5000	139	125	116
5001+	116	107	97

*Must match number of users in BPM Database

Chorus BPM Digital Mailroom Pack User Managed Platform Service (User MPS) – per User/year in £GBP

Users	Term (years)		
	1	2	3
100 -250	83	77	69
251-1000	75	69	64
1001- 3000	67	62	56
3001-5000	60	54	50
5001+	50	46	42

*Quantity must match BPM Digital Mailroom User

Chorus BPM Managed Platform Service (MPS) Options

Description	Quantity		£ Per Year
	Min	Max	
BPM Dedicated Networking (256 Kbps)	1		23,170
BPM Dedicated Networking (512 Kbps)	1		38,610
BPM Dedicated Networking (3 Mbps)	1		137,440
BPM Dedicated Networking (30 Mbps)	1		311,940
BPM Test Region	1	25	14,553
BPM Managed Platform Storage (GB)	<u>1</u>	<u>100</u>	<u>12.00</u>
	<u>101</u>	<u>10,000</u>	<u>6.00</u>
	10,001+		4.00

Maximum storage limit of 10GB per User

Chorus BPM UX Builder Annual Web Sessions – per Session/year in £GBP

Quantity		Term		
	Max	1	2	3
1	12,000	0.81420	0.74860	0.67914
<u>12,001</u>	<u>120,999</u>	<u>0.40903</u>	<u>0.37430</u>	<u>0.33957</u>
121,000		0.16207	0.15049	0.13506

Chorus BPM UX Builder Annual Web Sessions (Managed Platform Service) – per Session/year in £GBP

Quantity		Term		
	Max	1	2	3
1	12,000	0.39879	0.36666	0.33264
<u>12,001</u>	<u>120,999</u>	<u>0.20034</u>	<u>0.18333</u>	<u>0.16632</u>
121,000		0.07938	0.07371	0.06615

*Quantity must match UX Builder Annual Web Sessions

4.2.2 Service Name – SS&C Document Automation

Document Automation Annual Pages – per Page/year in £GBP

Annual Pages	Term (years)		
	1	2	3
1-250,000	0.20397	0.18697	0.16998
251,000-1,000,000	0.18358	0.16828	0.15298
1,000,001-2,000,000	0.16318	0.14958	0.13598
2,000,001-3,000,000	0.14278	0.13088	0.11898
3,000,001-5,000,000	0.12238	0.11218	0.10199
5,000,001+	0.10199	0.09349	0.08499

*Minimum purchase is 100,000 Annual Pages

*Minimum purchase of £5,000 and only purchasable in increments of 25,000 pages

Document Automation Annual Pages (Managed Platform Service) – per Page/year in £GBP

Annual Pages	Term (years)		
	1	2	3
1-250,000	0.08742	0.08013	0.07285
251,000-1,000,000	0.07868	0.07212	0.06556
1,000,001-2,000,000	0.06993	0.06411	0.05828
2,000,001-3,000,000	0.06119	0.05609	0.05099
3,000,001-5,000,000	0.05245	0.04808	0.04371
5,000,001+	0.04371	0.04007	0.03642

*Quantity must match Document Automation Annual Pages

Additional Document Automation Pipeline

Description	Quantity		£ Per Year
	Min	Max	
Additional Document Automation Pipeline	1	25	5,270

5 Commercial Assumptions | Outsource Automation Solutions

- All pricing is in GBP
- Prices exclude VAT and any sales taxes at the prevailing rate.
- For all software offerings, discounts are potentially available based on volume, term or additional products or services included.
- SS&C Blue Prism License and Support options invoiced annually in advance.
- OAS Professional Services invoiced in advance.
- OAS Professional Services pricing excludes any expenses incurred in delivery which will be recharged at cost, unless otherwise stated in the description or applicable Statement of Work.
- Payment terms are 30 days from date of invoice.

6 Contact Outsource Automation Solutions

If you are interested in exploiting the power of automation, without having to make any of the usual compromises, contact us at

www.globaloas.com

or

sales@globaloas.com

Alternatively, contact a member of our team directly on:

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