SilkFlo

Pricing Document

SilkFlo Ltd
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SilkFlo Service Pricing

SilkFlo offers a simple, transparent pricing model designed to scale with your digital transformation program. Our subscription is based on **Admin Seats** (Power Users), while enabling widespread adoption with unlimited **Contributor** access.

1. SaaS Subscription Plans

All plans include hosting on Microsoft Azure (UK), ISO 27001:2022 security compliance, and standard support.

Feature / Tier	STANDARD	ENTERPRISE
Platform Starter Pack *(Includes 5 Admin Seats)*	**£7,800 / year**	**£12,000 / year**
Additional Admin Seats	*£1,560 / seat / year*	*£2,400 / seat / year*
Contributor Users	**Unlimited** (Free)	**Unlimited** (Free)
Core Features		
Idea Capture & Discovery	✅	✅
Dynamic Assessments	✅	✅
Business Case Builder	✅	✅
Pipeline Management	✅	✅
Real-Time ROI Dashboards	✅	✅
Enterprise Governance		
Single Sign-On (SSO)	❌	✅
Advanced Approvals Workflow	❌	✅
Audit Logs & History	30 Days	Unlimited
Support & Success		
Implementation Support	Email & Knowledge Base	Dedicated Success Manager
Onboarding	Self-Serve Academy	Guided Live Workshops

2. Professional Services (Rate Card)

We offer structured service packages to accelerate time-to-value, along with a flexible rate card for bespoke requirements.

A. Fixed-Price Success Packages

Package Name	Description	Price
QuickStart Onboarding	A 5-day structured program to get your CoE operational. **Includes:** Tenant setup, Business Unit configuration, "First Idea" workshop, and training on the Business Case Builder.	**£2,000 (one-off)**
Training Academy	Comprehensive training for up to 10 users. **Covers:** Advanced Assessment logic, Admin configuration, and ROI Dashboard management. (Delivered remotely over 5 days).	**£2,000 (one-off)**
Support Ticket Pack	A flexible drawdown bank of 10 x Half-Day technical / engineering credits. **Use for:** Custom API scripts, Excel import data cleansing, or bespoke report configuration. *Non-refundable, no expiration.*	**£2,500 (one-off)**

B. Standard Rate Card (Time & Materials)

For bespoke consultancy, migration, or development work, we operate on a standard day rate.

Standard Day Rate: £450 / day (excl. VAT)

Scope of Services available at this rate:

- **Discovery:** Business process analysis and opportunity identification workshops. We have experts with over 10 years of experience conducting workshops across various industries – one example uncovered over £3 million in cost avoidance.
- **Design:** Automation solution design and "To-Be" process mapping.
- **Platform Development:** Configuration of SilkFlo integrations (Jira, Power Platform, etc.).
- **Data Services:** Managed legacy data migration and cleansing.

C. Managed Solution Support

*Note: Technical support for the SilkFlo **Platform** is included in your subscription. This package is for customers who require support for their specific **configurations or custom automations**.*

Service	Description	Cost
Solution Assurance	Ongoing maintenance and support for custom integrations or automations delivered by the SilkFlo professional services team.	**20%** of total PS charges (Annually)

Additional Information

- **Contract Duration:** Minimum 12-month contract.
- **Billing Terms:** Annual upfront billing.
- **Volume Discounts: 15% discount** applied automatically for orders **exceeding 15 Admin seats.**
- **Education & Non-Profit:** A 20% discount is available for educational institutions and registered non-profits.
- **Data Extraction & Grace Period:**
    - **Standard Export:** Customers may export all data via CSV/JSON free of charge at any time during the contract and up to the contract end date.
    - **Grace Period Recovery:** A 30-day data retention grace period is provided post-termination. Re-activating access during this period for manual extraction is subject to a **one-day service fee (£450)** if not performed prior to contract end.