

**Customer Journey
Management
Solution
Pricing Document
GCLLOUD 15**

Version 1.0

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Introduction

The pricing contained in this document are meant to include all that is required in order to provide a fully functional appointment and queue management system.

The prices shown on page 3 are based on a named user basis and include the modules currently used by over 75% of the existing public sector client base of Renovotec.

The modules included are set out on page 4 along with a brief description of the other modules available

In addition to the variety of software modules available, Renovotec provide a host of options for hardware ancillaries such as Printers, Audio Visual equipment, network access, connection and print managed services which have been excluded.

The prices shown include all hosting, software support and helpdesk, patching and upgrades.

Please note the minimum system size is 10 named users.

All prices are shown excluding VAT

Subscription Costs

Base Package

Software	Number of Users	Unit Price Per User P.Month	Total Annual Cost	Notes
Qmatic Cloud Solution - Public Sector -Start Package	10	£60.00	£7200.00	Includes Virtual Private Cloud UK Hosting, and Care Plus. See Next Section for Modules and Features included in this Package
Messaging Service				Included in subscription

Additional Users

Software	Number of Users	Unit Price Per User P.Month	Total Annual Cost	Notes
Qmatic Cloud Solution Public Sector Package	1	£30.00	£360.00	Includes Care Plus. See Next Section for Modules and Features included in this Package

Example Additions

Software	Number of	Unit Price Per Month	Total Annual Cost	Notes
Additional Kiosk Connection Licence	1	£22.00	£264.00	
Additional Media Display Device Connection Licence	1	£8.00	96.00	
Mobile Ticket	PER USER	£1.50	£18.00	PER USER – Must equal number of total users
Customer Feedback	1000 Per Month	£100.00	£1200.00	Price based on feedback requests RECEIVED.

Professional Services Costs

Professional Services	Unit Price Per Day	Notes
Platform Set Up Fee (One Off)	£450.00	Qmatic Charge for Instance establishment
Software Professional Services (Per Day) One Off	£1000.00	Includes Configuration, Training UAT Support and Implementation Services.
Project Management (Per Day) One Off	£1000.00	
Hardware Installation (Per Day Per Engineer) One Off	£850.00	

For guidance, at typical implementation of a new customer journey management system that does not have pre-existing printers and Media devices would require:-

1x Platform Set Up Fee
3x Software Professional Service Days
1x Project Management Days
1.5 x Hardware Installation

Software Modules and Features

This section provides a list of the most commonly utilised functionality licences that are currently available along with how many are included in the Start Package. For licences that are user based, licencing is granted on a **transferrable** named user basis.

Licence	Description	Sizing/scaling factor	Number Included in Start Package
Base - Orchestra 7 Platform	The core software licence - Based on sizing. Includes Central administration and API Gateway	Total Number of all types of Users that will require any form of system access at the same time	10
Journey Manager - Standard	Base Functionality to configure Queues and Services including work profiles and transfer capabilities.	Licence total must equal the number of platform licences in the system	10
Appointment Manager - Standard	Enables appointment booking via Web and on-premise through multiple interfaces. Also includes Booking Module for additional booking flexibility	The Number of Bookable Resources to be configured in the system	10
Collect - Delivered Service & Outcomes	Module to collect further information about transactions at the point of serving the customer.	If selected, the licence total must equal the number of platform licences in the system	10
Collect - Customer Feedback Basic	Module to configure and report on customer feedback via a static browser enabled device. Feedback is generic and not related to individual customers or specific visits.	If selected, the licence total must equal the number of platform licences in the system	
Collect - Customer Feedback saas	Module to configure and report on customer feedback via a post-service mail/SMS to individual customers.	Pricing based on feedback received. Unit price variable based on total volume	
Serve - Counter	Module for staff to serve customers via PC or mobile devices	The number of Users needing access at the same time that need to have this role enabled	10
Serve - Reception	Module for users to arrive customers and issue tickets - for use with PC only	The number of Users needing access at the same time that need to have this role enabled	

Serve - Connect	Module for Staff to be able to serve customers optimised for Mobile Devices	The number of Users needing access at the same time that need to have this role enabled	
Serve - Concierge	Dual reception and floor walker module for arriving and scheduling customer visits on any device	The number of Users needing access at the same time that need to have this role enabled	10
Serve- Staff Notification	Module to enable live alerts and notifications from Orchestra according to any rules configured.	The number of Users needing access at the same time that need to have this role enabled	10
Communicate - Customer Notification	Module to enable live alerts to customers via SMS and mail	If selected, the licence total must equal the number of platform licences in the system	10
Communicate - Messaging Services Subscription	Use of Global SMS service by Orchestra.	Fixed price for module. Includes subscription and 500 SMS per month. Excess SMS segments are charged at a fixed rate (set annually- currently £0.05 per SMS). Discounts are available for bulk purchase of SMS segments	1
Communicate - Voice Announcements	Module to enable audio announcements to customers (Requires additional hardware to function)	If selected, the licence total must equal the number of platform licences in the system	10
Communicate - Media Display	Module for running playlists and providing system information to customers.	Based on number of media players/ smart displays	1
Communicate - Digital Signage	Module for configuring Digital signage output	Based on units to be configured	
Communicate - Context Marketing	Module enables bespoke messaging and media content to auto play/be sent according to the stage of the customer journey	If selected, the licence total must equal the number of platform licences in the system	
Communicate - Mobile Ticket	Module provides the ability to issue virtual tickets by SMS /mail. Module is also required for self-check in via customers own device and for virtual meeting /virtual serving solutions	If selected, the licence total must equal the number of platform licences in the system	

Business Intelligence – Data Connect	Module for exportin data to third party tools	If selected, the licence total must equal the number of platform licences in the system	
Business Intelligence - Reports / Insights	Module for default reports templates that can be exported and scheduled to give staff the information they need on a regular or ad-hoc basis.	If selected, the licence total must equal the number of platform licences in the system	1
Business Intelligence - Operations Panel	Detailed live information dashboard with click through functionality covering allbranches, workstations and services	If selected, the licence total must equal the number of platform licences in the system	1
Infrastructure - Hardware Monitoring	Module for monitoring the performance of connected hardware in real time	If selected, the licence total must equal the number of platform licences in the system	
Infrastructure - Auditing	Module for GDPR and general system access and retention rule configuration and reporting	If selected, the licence total must equal the number of platform licences in the system	10
Infrastructure - Surface Editor	Design and publishing tools for creating bespoke media, ticket and touchscreen pages.	If selected, the licence total must equal the number of platform licences in the system	10
Infrastructure - SAML / LDAP	Module that allows for single sign on using LDAP /SAML	If selected, the licence total must equal the number of platform licences in the system	10
Infrastructure - Staging	Provides two further clones of all licences purchased to provide test and training environments	If selected, the licence total must equal the number of platform licences in the system	
Infrastructure – High Availability	Provides further clones of all licences purchased to provide High Availability configuration and additional load balancing	If selected, the licence total must equal the number of platform licences in the system	
Ecosystem - HL7 integration	Module for integrating to HIS, PAS and other, predominantly healthcare, record systems	If selected, the licence total must equal the number of platform licences in the system	
Ecosystem - Appointment Integration	Module for integrating external booking tools to Orchestra	If selected, the licence total must equal the	

		number of platform licences in the system	
Ecosystem - Service Point Integration	Module to enable remote service via Microsoft Teams or other remote service tools. Pricing based on total users. Note that this module also requires Mobile Ticket licencing to be purchased for a functional solution	If selected, the licence total must equal the number of platform licences in the system	
Ecosystem – Corporate Visitor Entry Point Integration	Module that provides for appointments made in third party tools (eg MS Outlook) to be arrived within Qmatic Orchestra and, potentially for the provision of Visitor ID tickets.	The Licence numbers will equate to the number of locations for potential visitor arrivals	
Eco System – Connect – Media Licence	Licence for 3rdparty media drivers and displays to connect to the software	Available individually per device	
Eco System – Connect – Kiosk Licence	Licence for connecting 3 rd Party Check-in Hardware to Orchestra securely	Available individually per device	1
Eco System – Printer Licence	Licence for connecting 3 rd party printing devices to Orchestra securely	Available individually per device	
Eco System- Customer Identification licence	Licence for integration with CRM tools	If selected, the licence total must equal the number of platform licences in the system	