

Medihive UK Limited - Pricing Document - Enterprise

Introduction and Company Background

Medihive UK Limited is a wholly owned subsidiary of Webdoctor Limited, a company registered in Ireland. Medihive is an established provider of cloud-based digital healthcare platforms supporting Pharmacy, NHS, Private Healthcare, and Insurance providers.

Medihive delivers secure, scalable software solutions designed to improve operational efficiency, patient access, and clinical safety, with a strong focus on user experience for both patients and professionals. Services are delivered in partnership with customers, supporting continuous improvement and enabling services to evolve and scale safely over time.

Medihive is supported by the extensive software delivery and professional services experience of its parent company, Webdoctor Limited. To date, the platform has supported over 4.5 million patients, an established network of more than 7,500 clinical users, and over 6 million virtual care consultations.

Commercial Model Overview

Medihive provides a modular, enterprise-grade cloud platform that can be configured, customised, and white-labelled to support services across Primary, Community, and Secondary Care.

The Enterprise solution is delivered based on the requirements of the commissioning organisation (the Buyer). Pricing is transparent and scope-led, ensuring buyers only pay for the services required. Costs are determined following an agreed scoping phase and are made up of the following components:

- Scoping – one-off consultancy and service design
- Development – one-off agreed solution development
- Integration – one-off agreed system integrations
- Implementation – one-off implementation and go-live
- Service Fees – recurring charges for ongoing service provision post go-live

Platform Modules

The tables below outline the functionality included within the Medihive Enterprise platform as standard, alongside optional modules that may be added subject to agreed scope and pricing.

The Medihive platform (defined as "Included as Standard" table below) has a monthly licence cost of £15,000.00.

Additional services (as listed in the "Excluded as Standard" table below) are chargeable in-line with the SFIA rate card.

Included as Standard

Application Area	Included
Admin Portal	Yes
Patient Portal	Yes
Configuration Engine - Variable factors eg. locations and services delivered eg. KPIs, procedure groupings	Yes
Referral Flow - Automated patient referral flow inc. attachments eg. patient history	Yes
Order Management - Transfers of patients based on order groups	Yes
Waitlist Management - "Active Waiting List"	Yes
Questionnaires - (Clinical Decision Support System (CDSS) - Suitability, Booking, Pre-Appointment	Yes
Booking Management - Automated, Cancellation, Rescheduling	Yes
Patient Engagement - Automated 2-way Reminders, interactive, messaging	Yes

Reporting - Referrals, Bookings, Orders, Procedures	Yes
3rd Party System Integration - E.g., HL7 and FHIR, 2-way API integrations	No (TBC on scope)

Notes:

1. All prices are in GBP (£) and exclude VAT.
2. One-off charges for Scoping, Development, Integration, and Implementation are invoiced upfront.
3. Recurring service fees for ongoing platform provision and support are billed monthly in arrears.
4. Due to the configurable nature of the Medihive platform, pricing is agreed following completion of the Scoping phase.
5. Pricing is calculated in line with the SFIA rate card submitted under the G-Cloud 15 framework.
6. Platform provision, service levels, hosting, infrastructure, and support arrangements are defined in the Call-Off Contract and associated Service Level Agreement (SLA).
7. Technical support and helpdesk services are provided in accordance with the agreed support and hosting schedules.
8. A named Customer Success Manager is provided for implementation and ongoing service support.
9. Optional marketing and service adoption support is available where required and agreed.

Additional Development Services:

Additional development work is available subject to agreement between both parties and is chargeable as an additional service or project. This may include:

- Bespoke functional development
- Configuration beyond standard platform capabilities
- Integrations with Primary or Secondary Care EPRs, PAS, or third-party systems
- Bespoke API development or enhancement of existing integrations

All additional development is scoped and quoted in advance. Charges are calculated in line with the SFIA 'Development and Implementation' definitions and rate card, based on agreed days at the applicable day rate.