

Induction Attend Anywhere Video Consultations

G Cloud 14 Pricing Schedule

Attend Anywhere Pricing

1. Service Fees – Capacity Tier Pricing Service Fees

Tier	Active Service Users (avg. per month)	Annual Cost per Active Service User (Licence)
Service Fee	£10,000	
1	Up to 50	225
2	51-100	220
3	101-200	215
4	201-400	210
5	401-700	205
6	701-800	200
7	801-900	195
8	901-1000	190
9	up to 1500	185

The £10,000 Service Fee covers all the core activities required to successfully implement and sustain Attend Anywhere across the trust. This includes full-service setup, configuration, and branding, along with a structured onboarding programme for clinical and administrative teams.

A dedicated Customer Success Manager provides ongoing guidance, performance reviews, and optimisation support throughout the life of the contract. The fee also includes comprehensive training, access to best-practice resources, support for the trust's Attend Anywhere Champion, and regular reviews of usage and analytics to help improve adoption and service efficiency.

It also covers governance and compliance support, platform updates, and access to customer webinars and learning events. Optional services such as custom integrations, tailored reporting, on-site support, or bespoke data extracts can be added separately if required.

All tiers include:

- Unlimited Administrator and Coordinators accounts
- Unlimited Caller and Guest access to Waiting Areas
- Unlimited Guest access to Meeting Rooms
- Unlimited Caller Entry Points
- Access to Attend Anywhere Resource Centre

- Advanced Reporting Features
- Single Caller Entry Points for multiple Waiting Areas
- Ability for Service Providers to access multiple Waiting Areas
- Organisational Unit administration and reporting
- System-level administration and reporting (Dedicated Instances)
- Third level support
- On-line training for Users, Administrators and Local IT Support Staff

Additional Services

Service	Price
New Healthcare Provider Organisation (HPO) account setup (if required)	£1,250.00
New dedicated instance setup (per instance)	£35,000.00
Professional services (e.g., consulting, project management or development / customisation of materials to support adoption (per 8-hour block)	£1,180.00
Accelerated enhancements (per Story Point) e.g. integration with third-party systems	£1,250.00

2. Definitions

- **Actively Used:** Used in the preceding two calendar months to hold a Consultation or a Meeting
- **Active Service User:** A Signed-in User that has held at least one Consultation or one Meeting in the preceding two calendar months
- **Caller:** A User who is not a Signed-in User, who initiates a Call Connection from a Caller's Entry Point
- **Caller's Entry Point:** The page from which the Caller enters a Waiting Area Room. This may be located on either the Organisation's website, or the Platform Instance's website
- **Consultation:** A set of Calls involving (at least) a Caller, and a Service Provider, together in a Waiting Area Room that exists for longer than two minutes
- **Dedicated instance (hosted):** An instance of the Attend Anywhere platform deployed specifically for one customer, with its own branding and database
- **Group:** The Management Console entity that represents a collection of Meeting Rooms, and the people who can use them
- **Guest:** A User participating in a Call to a Meeting Room (where they are not a Meeting Room Member of the room) or Waiting Area Room (where they are not a Service Provider of that Waiting Area, or a Caller)

- **Management Console:** The software component of the Platform
- **Meeting:** A video call initiated from a Meeting Room, between (at minimum) two participants and that lasts longer than two minutes
- **Meeting Room:** A permanent, shared video room that can be used by anyone who belongs to the related Group or has been granted access as a Guest
- **Platform:** The Induction Attend Anywhere Platform, consisting of the Management Console and the Resource Centre
- **Platform Account:** A set of authentication credentials that grant access to a Platform Instance, uniquely identified by an email address
- **Platform Instance:** An installation of the Platform, with its own, unique, database
- **Resource Centre:** Online suite of documentation, tools, and resources that support the adoption and effective use of video consulting in an Organisation
- **Service Provider:** A person with a Platform Account that grants them permission to: initiate Consultations with Callers to the related Waiting Area; receive 'new call' notifications when Callers arrive in the Waiting Area; and view the list of Callers in the Waiting Area
- **Shared Instance:** A Platform Instance deployed for use by multiple Organisations
- **Signed-in User:** A person signed into a Platform Instance using their Platform Account
- **Third-level Support:** The escalation mechanism available after the Licensee has investigated an incident and are unable to either identify the cause of the issue or resolve it themselves; or have a request of the Induction Attend Anywhere team
- **User:** A person who interacts with the Platform
- **Waiting Area:** The Management Console entity that creates, and controls access to, Waiting Area Rooms
- **Waiting Area Room:** A temporary Video Room in which Consultations are conducted. The room is created for a Caller as they enter the Waiting Area, and exists until the last Call ends

3. Notes & Clarifications

- Prices do not include SMS charges. SMS charges are made every time the platform sends an SMS message. SMS is charged at the market rate.
- Prices do not include any applicable taxes
- Annual pricing is for a minimum of 12 calendar months
- Composition of Tier capacities can be flexible by agreement during pilot phases
- Service Fees are invoiced annually
- Additional services are invoiced as they occur
- If active use of the platform exceeds the current tier thresholds (either Actively Used Waiting Areas or Actively Used Meeting Rooms or Active Signed-in Users) Attend Anywhere will contact the organisation to discuss the most appropriate service tier.

Note: A retrospective, pro-rata discount will be applied against the current tier cost if the organisation decides to increase capacity within 12 calendar months of selecting a Service Capacity Tier. This will ensure that the effective price for the 12-month period correctly reflects the new Service Capacity Tier price

Please contact Attend Anywhere to discuss pricing above Tier thresholds