clixifix®
PART OF SmartCraft

G Cloud

Price list.

clixifix® platform

v1208

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Service Overview

clixifix® is a cloud-based defects management platform designed to support housing providers, developers and asset owners in managing properties, plots and stakeholders efficiently.
The service is provided as a subscription-based SaaS offering. Pricing is transparent, scalable and primarily driven by the number of plots managed within the platform. Buyers can purchase optional features (add-ons) and enhanced support services as required.

Pricing Structure Summary

A core base subscription is mandatory for all customers. Optional features and services are available only in conjunction with an active base subscription and cannot be purchased as standalone services.
The total cost of clixifix® is calculated from:

- 1.1 Base Subscription, determined by the number of plots under management
- 1.2 Mandatory Standard Charges
- 1.3 Optional Features, if added, apply an uplift to the base subscription
- 1.4 An optional Support+ service in addition to what is provided at the point of implementation

All prices are exclusive of VAT unless stated otherwise.

Implementation Fees

As part of the clixifix® base subscription, customers receive Expert Services included at the point of implementation, at no additional cost.
These services are designed to ensure a smooth implementation, rapid adoption and effective use of the platform from day one.

Expert Services covered at implementation include:

- Initial account build and configuration, aligned to the customer's specific business requirements. This foundational activity ensures the platform is correctly configured, workflows are aligned, and the system is ready for operational use from the outset.
- Adoption support and personalised assistance to support engagement from key stakeholders, including main contractors, residents and any other third-party stakeholders (EAs, for example), helping them understand and use the platform effectively.
- Tailored onsite training, consisting of a 5-hour training session, focused on best practices and advanced strategies for optimising performance. Training is adapted to the customer's operational needs and designed to support effective use of clixifix® to improve productivity and streamline workflows.

- Access to the clixifix® help and support hub, providing:
    - Live chat with Customer Success experts
    - Downloadable best practice guides and white papers
    - Access to knowledge base articles and self-service resources

These Expert Services are included within the base subscription price and do not incur any separate implementation, onboarding or training fees.

1.1 Base Subscription (Core Platform)

Pricing Metric

- **Primary cost driver:** Total number of plots managed within clixifix®
- **Billing model:** Annual subscription (payable annually in advance)

Base Subscription Includes:

- Core defect management workflows – covering warranty remedial works and end of defect inspections
- Task and status tracking
- Standard reporting suite
- User access for internal teams, contractor supply chain and other third-party stakeholders (e.g. employers' agents)
- Expert Services as detailed above
- A dedicated Account Manager

Base Subscription Pricing

Maximum plot count	Annual Subscription Price (ex VAT)
500	£45,000
1,000	£60,000
2,500	£105,000
5,000+	POA

Larger volumes are subject to a bespoke quotation based on buyer requirements.

1.2 Mandatory Standard Charges

In addition to the base subscription, the following mandatory standard subscription costs apply to all clixifix® subscriptions. These ensure continued access to historic data, secure storage of media and documents, and full platform collaboration with contractors.

Archive Plot Allowance

- Covers plots outside of the contractual defect liability period (typically 12–24 months). This ensures continued access to historic plot data for latent defects and retention of all historical records.

Storage Facility

- Provides secure storage and retention of all documents, photographic evidence and supporting media files uploaded to the clixifix® platform.

Platform Access

- Provides access to the clixifix® ecosystem, allowing appointed contractors to collaborate with the buyer within the platform.

Mandatory Standard Charges (Annual Subscription Price ex VAT)

Line Item	500 plots	1,000 plots	2,500 plots
Archive Plot Allowance	£1,320	£1,800	£3,000
Storage Facility	£720	£960	£1,800
Platform Access	£1,320	£1,800	£3,000

All mandatory standard charges are applied annually and scale in line with the size of the subscription.

1.3 Optional Features (Add-ons)

Optional features are available as add-ons to the clixifix® base subscription. Each add-on applies an uplift in addition to the base subscription price.

Example:
A customer with an active base subscription covering up to 500 plots who purchases the Resident Portal would incur an additional annual charge calculated as:
500 plots × £12 per plot = **£6,000 per annum (ex VAT)**
List of Add-ons

SMS Communications
Used for:

- Appointment confirmations, reminders, amendments and cancellations
- Broadcast notifications to large groups of residents
- One-way defect updates and requests for additional information

Resident Portal

- A digital portal enabling residents to view updates and interact with relevant workflows

Configurable Forms (web-based only)

- Customisable forms to support organisation-specific data capture and processes

Premium Calendar
Advanced calendar functionality used for event management, such as:

- Internal meetings
- Annual leave management
- Non-defect related scheduling

Cost Management

- Enables customers to capture, manage and report on recharge and expense costs associated with defect management activities

Optional Features (Add-ons) Pricing

Add-on	Pricing Method
SMS Communications	24,000 SMS per year = £2,880 per annum
Lower volume SMS allowances are available for customers on smaller subscription bands.	
Resident Portal	£12 per plot per annum
Configurable Forms (web-based)	£2,400 per form per annum – inclusive of the initial build
Premium Calendar	£2,160 per annum
Cost Management	£2,400 per annum

Exact uplift values are confirmed at order stage based on subscription size.

Example subscription based on 500 plots, with all optional features included:

- 500 plots – £45,000
- Archive – £1,320
- Storage – £720
- Access – £1,320
- Optional Features (Add-ons):
    - SMS (opting for a maximum of 6,000 per year)
    - Resident Portal
    - 1 configurable form
    - Premium Calendar
    - Cost Management

Annual Total = £61,920

Support+ (Enhanced Support Service)

Support+ is an optional enhanced service designed to provide additional support including training, configuration and account management.
Support+ is not mandatory and is only required where customers wish to receive services beyond those included as standard within the Expert Services.

Support+ Includes

- User-friendly adoption support and personalised assistance
- An agreed number of platform user training hours delivered remotely via Microsoft Teams or in person
- Administrative support for adding new schemes, plots, subcontractors and development information
- Dedicated sandbox training environment, including stakeholder portals and enabled features

- Virtual stakeholder enablement training for third-party developers and contractors
- Configurable form amendments to existing forms
- Population of holiday shutdowns to support performance against defect KPIs

Support+ Pricing Summary

Annual Support+ fee ranges from:

£2,400 – £12,000

Support+ pricing is based on the size and requirements of the subscription. This ensures pricing remains proportionate to platform usage and support demand, while providing flexibility to meet differing organisational needs.

Price List for Additional Services

Service Type	Fee
User Training (Online delivery)	£200 per hour
User Training (Onsite delivery)	£1,000 per day (6 hours)
Bespoke Development / Professional Services	Priced following consultation once the scope of works has been defined and agreed

Payment and Service Delivery Terms

Once the scope of work and associated costs have been agreed:

- An invoice for 50% of the total agreed cost will be issued for payment upon acceptance
- Development work will commence immediately upon acceptance, prior to receipt of payment, in good faith
- A final invoice for the remaining 50% balance will be issued upon completion and delivery of the agreed work
- The final invoice is subject to standard 30-day payment terms

Where applicable, travel and subsistence will not exceed £200 per person for return travel and £200 per person per night for overnight accommodation and living expenses.

Additional Pricing Notes

- There are no limits on the number of users unless otherwise agreed
- All subscriptions are subject to a minimum contract term of 12 months
- All prices quoted exclude VAT