Zone Scribe Pricing

1. Service and Pricing overview

Prices are in GBP and exclude VAT.

Zone Scribe can be bought in two ways. As an organisation licence (Option A) or as a named user subscription (Option B).

	Option A - Organisation Licence	Option B – Named User Subscription
Best for	Larger or changing workforces, organisation-wide roll-out	Smaller teams, or a set number of users
Unit	Per credit (1 credit = 60 minutes of recording)	Per user, per month
Price	£0.95 per credit (section 3)	From £59.39 per user per month, with volume bands (section 6)
Minimum order	10,000 credits a year (£9,500)	1 user
Users	Unlimited users	Per named user licence
Usage	One shared pool of credits across all features	All features listed in section 6 included for each licensed user
Minimum term	12 months	12 months

2. Option A - Features

- **Enterprise-grade transcription** - Converts user dictation and conversations into text to support documentation workflows.
- **Available through web, iOS and Android** – Offline recording is also available on iOS & Android
- **Recording Length** – Up to 2.5 hours per recording
- **Online meeting integration** – Capture and transcribe audio from all major online meeting providers, such as, Microsoft Teams, Google Meet and Zoom.
- **Creates notes automatically** - Generates draft notes from session content, users review and finalise them before use in the record.
- **Speaker differentiation** - Multi-speaker identification for dialogue-based sessions.
- **Document generation** - Drafts structured reports and assessments from captured input, based on templates and user instructions.
- **Template creation** - Users can create, edit, reuse and share templates used to generate documents.
- **Zones and tags** - Organise work by team, service or workflow, and label content for filtering and retrieval.
- **Common phrases (custom vocabulary)** - An organisation-wide list of terms, acronyms and names to improve recognition.
- **File upload** - Imports existing files, including scanned documents, so their text can be used in document generation.

- **Ask AI** - Users can ask questions of records and documents, build a chronology or summarise a case history, with sources visible for review.
- **Works inside your case management system** - A browser extension fills in on-screen forms in browser-based systems. In addition, an API is available for deeper integration (integration work is quoted separately - see 5.2).
- **Usage reporting** - By team and user.
- **Support** – Same-working-day email support, video call support as required, and video and written user guides.
- **Hosting and assurance** – UK and EEA data hosting, MHRA Class I medical device registration (where applicable to the supplied functions and intended use), DTAC evidence pack, DCB0129 clinical safety, ISO 27001, ISO 42001, ISO 9001 and ISO 14001, Cyber Essentials Plus, and DSPT.

3. Option A - Organisation licence

- **One rate: £0.95 per credit.** No usage tiers and no per-user fees. The Annual Contract Value discounts in section 7 still apply.
- **Unlimited users.** You decide who has access, and you can add or remove users at any time at no cost.
- Buy an annual bundle of credits in steps of 10,000, from a minimum of 10,000 credits (£9,500). Every user draws on the same pool.
- If your credits are running low, you can purchase additional credits in blocks of 1,000 at the same rate (£0.95 a credit, £950 a block).

3.1 How credits are used

Activity	What 1 credit buys
Record & Transcribe	60 minutes of recording, including the draft note (billed per minute)
Template generation	1 template generation
Document generation	2 document generations
File Upload	10 pages
Ask AI	40 chat messages*

* Ask AI credit consumption may vary depending on the volume of content processed. The stated rate is based on a reference transcript of approximately 10,000 words, representing an estimated 60-minute meeting.

Processing that fails is not charged. Regenerating a document counts as a new document. Manual creation and editing of templates is always included and never uses credits. Credit balances are shown to two decimal places in usage reporting.

3.2 Worked examples

Annual bundle	Annual fee (ex VAT)
10,000 credits (minimum)	£9,500
20,000 credits	£19,000
50,000 credits	£47,500
100,000 credits	£95,000
200,000 credits	£190,000

3.3 Credit validity

Credits in the annual bundle are valid for the contract year in which they are purchased. Additional credits purchased during the contract are valid for 12 months from the date of purchase.

3.4 Price protection

For contracts of two years or more, the £0.95 rate per credit is fixed for the full term, including any extension periods taken under the call-off contract.

3.5 Account Management

For bundles of 50,000 credits and above, a named account manager will coordinate account reviews.

4. Option A - Onboarding, Implementation and Pilot

Standard onboarding is free. This includes account set-up, user guides, a remote training session and standard support. There are no set-up, onboarding, hosting or standard support fees.

4.1 Optional Implementation

Available under Option A, for Buyers that want more help to roll out.

Option	What is included	Price (ex VAT)
Regular	Remote set-up and configuration of templates and browser extension with our team, and a further remote training session.	£1,000
Enhanced implementation (12 weeks)	Named implementation lead. Guided support with governance (DPIA, information security review, business case). Up to 5 templates curated with your team. Help mapping templates to your case management forms. Training offers a launch session, 1:1 and small-group support, train-the-trainer and manager sessions.	£5,000

4.2 Optional 12-Week Pilot

Try Zone Scribe with up to 50 users before committing to a full contract. The pilot can be ordered on its own. The minimum order and minimum term in section 1 do not apply to the pilot.

- 1,000-credit pilot bundle to use across every feature during the pilot.

#	Pilot Option	Price (ex VAT)
1	12-week pilot, no supported implementation + 1,000-credit pilot bundle (£950)	£950
2	12-week pilot, regular implementation option (£1,000) + 1,000-credit pilot bundle (£950)	£1,950
3	12-week pilot, one service area: Enhanced implementation option (£5,000) + 1,000-credit pilot bundle (£950)	£5,950
4	For Enhanced implementation, each additional service area piloted in the same 12 weeks	£2,500

Unused pilot credits expire at the end of the pilot.

5. Option B – Named User Subscription

Service name: Zone Scribe – Pro.

Pricing model: Per named user licence, subscription pricing. Prices are in GBP and exclude VAT.

The Zone Scribe Pro plan provides access to all features listed below, inclusive of standard support at no additional cost:

- **Enterprise-grade transcription** – Converts clinician dictation into text to support clinical documentation workflows.
- **MHRA Class I medical device registered** – The software is registered as a Class I medical device with the MHRA (where applicable to the supplied functions and intended use).
- **DTAC compliant** – Evidence pack available demonstrating alignment with NHS Digital Technology Assessment Criteria (DTAC) requirements.
- **Document generation** – Produces draft structured clinical documentation from captured input, based on templates and user instructions.
- **Template creation** – Users can create, edit, and reuse document templates to standardise outputs and speed up documentation. (No role-based restrictions currently applied.)
- **Spaces creation** – Users can create "spaces" to organise work by purpose (for example, specialty, clinic, or workflow) and separate templates/content logically.
- **Tag features** – Users can apply and manage tags/labels to organise content and support filtering and retrieval.
- **Common phrases (custom vocabulary)** – Users can create and maintain an organisation-specific list of commonly used words, acronyms, names and phrases. Zone Scribe uses this list to improve recognition of terminology and reduce recurring transcription errors for terms that are frequently misheard.
- **Creates notes automatically** – Generates draft notes from session content; users review and finalise prior to use in the clinical record.
- **Speaker differentiation** – Supports multi-speaker identification, improving transcription formatting and readability of dialogue-based sessions.

Unit	Per user
Minimum order	1 user
Minimum contract term	12 months

User band	Discount	Price per user per month (ex VAT)	Price per user per year (ex VAT)
1-50	0%	£59.39	£712.68
51-100	3%	£57.61	£691.30
101-250	5%	£56.42	£677.05
251-500	7%	£55.23	£662.79
501-1000	10%	£53.45	£641.41
1000+	12%	£52.26	£627.16

VAT is excluded and will be charged at the prevailing rate. There are no setup, onboarding, hosting, or standard support fees in addition to the subscription prices above. Optional professional services (for example, bespoke implementation support or data migration) are available by quotation where required by the Buyer. Subscription access is provided for the duration of the purchased term. User bands apply to the total number of named user licences purchased under the Call-Off Contract.

6. GCA Annual Contract Value (ACV) Discount Bands

Applies to both options. Where applicable, the minimum discount by Annual Contract Value (ACV) is as follows (ex VAT):

Annual Contract Value (ex VAT)	Minimum % discount
Less than £250,000	0.00%
£250,001 to £500,000	3.00%
£500,001 to £1,000,000	5.00%
£1,000,001 to £2,500,000	7.00%
£2,500,001 to £5,000,000	10.00%
£5,000,001+	12.00%

7. Assumptions and notes

7.1 Prices are exclusive of VAT, which is charged at the prevailing rate, and are quoted in GBP.

7.2 The minimum contract term is 12 months under both options. Under Option A, annual credit bundles are invoiced annually in advance; optional implementation and pilots at the start; added credits when ordered.

7.3 Discounts are applied according to the applicable user band (Option B) and the ACV bands in section 7.

7.4 Existing call-off contracts continue on their agreed terms; a Buyer may move to Option A at renewal.