



Pricing and Commercials

Audiem is provided as a cloud-based Software-as-a-Service (SaaS) platform on a subscription basis. Pricing is tiered according to data volume, number of active users, and required service features.

All subscriptions include hosting, security, maintenance, and standard customer support during UK business hours.

Subscription tiers

Tier	Typical use case	Description	Indicative annual cost*
Professional	Smaller organisations analysing multiple feedback sources, or larger organisations analysing a single major dataset (for example, a global workplace survey).	Provides access to the full analytics platform, dashboards and data upload tools for up to 10 active users, with flexible configuration options.	£28,500
Enterprise	Organisations requiring ongoing, multi-source, multi-team use across portfolios, regions or service providers.	Includes unlimited users, extended data volumes, tailored configuration support and enhanced account management.	£62,000
Proof of Concept (PoC)	Short-term, defined projects or trial implementations.	Scoped engagement using live or anonymised data, delivered with onboarding and review support.	From £5,000

*Indicative prices are exclusive of VAT and subject to confirmation in the buyer's call-off contract.

Optional services

Option	Description	Pricing Basis
Integration support	Secure data connections with existing survey or helpdesk systems	Quotation per engagement
Training and onboarding workshops	Remote or onsite sessions for FM or workplace teams	Daily rate
Extended insight reporting workshops	Facilitated sessions exploring findings, priorities and practical actions with key stakeholders	Daily rate
Custom reporting	Tailored dashboards or stakeholder presentations	Quotation per project

Commercial terms

- **Minimum contract term:** 12 months
- **Renewal:** Annual or multi-year, with discounts available for extended commitments
- **Payment terms:** Annual payment in advance, in accordance with G-Cloud framework terms
- **Termination:** 30 days' written notice prior to the renewal date
- **Pricing governance:** All pricing is subject to and governed by the G-Cloud framework and will not exceed published rates