



Pricing Model

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1. Price Model

This section provides a description of the cost / pricing components and options for our customers.

Profile is offering multiple pricing models depending several options on the solution deployment. Most common models are a) the On-Prem or on Customer's Cloud Environment or b) the Software-as-aService (SaaS) Model, providing the Customer with the flexibility of selecting this according to its needs. The SaaS option bundles the software licenses, maintenance, support, hosting and managed services into a model having an upfront Platform License Fee and a Recurring Annual Fee, offering scalability and flexibility.

Our pricing model includes all costs related with Software Licenses, Maintenance & Support, Hosting & Managed Services, and Implementation Services. A brief description is as follows:

- **Software License:** This includes the cost associated with acquiring the software itself. It typically involves a one-time payment for the right to use the software and is calculated based on number of parameters e.g. functionality, configuration, number of users, etc.
- **Maintenance and Support:** This includes recurring license, ongoing updates, patches, and technical support to ensure the software remains functional and up to date. This also covers access to technical support services provided which may include assistance with troubleshooting and resolving any issues or inquiries that customers encounter while using the software.
- **Hosting & Managed Services:** This includes the services provided by our team of experts who will manage your cloud environment 24/7 to ensure that your application is secure, highly available, and performing optimally. We will take care of all the administrative tasks required to keep your cloud environment running smoothly, including monitoring, patching, scaling, and backup/recovery of your cloud resources. We will also manage the installation, configuration, and maintenance of your application stack, including web servers, databases, and application servers, to ensure that your application is running optimally, and any issues are identified and resolved quickly. Our top priority is the security of your environment, and we will manage all security measures to ensure that your data and infrastructure are protected at all times. We will also regularly test your security measures to identify and fix any vulnerabilities. Finally, our team will manage the performance of your cloud resources to ensure that they are optimized for your application's needs. We will monitor and tune your resources to ensure that they are running at their best performance. In summary, you can be confident that our team of experts will provide you with the best-managed services for your SaaS solution.

A summary of the services included: Dedicated hosts in AWS, Hosts administration and management, OS updates and patching, Security updates and patching, Vulnerability management, Backup and Disaster Recovery support, Software updates and patching, Application management and support.

- **Implementation Services:** This covers all standard (fixed) implementation services (project management, business analysis, installation and configuration, etc.) along with any time and material (T&M) services such as customization, migration, training and integration services as provided in our technical proposal response. It ensures the software is tailored to the specific needs of the client and seamlessly integrated into their existing systems.

2. Pricing & Quantity Determinants

All unit prices in this schedule are fixed as published; however, they are subject to change and may vary based on the complexity of the integration, the involvement of third-party providers (such as cloud service providers), and the time elapsed between the publication of this document and when the service is requested.

Buyer requirements—such as number of integrations, legacy landscape, data quality, number of environments, security/governance requirements, and delivery approach—may affect the quantities purchased (e.g., number of users, number of modules, number of environments, and professional services days). This ensures the overall contract value reflects complexity while unit prices remain unchanged.

Adjustments to pricing may be required to properly account for these considerations and maintain the provision of high-quality services. Accordingly, it is recommended to arrange a consultation to obtain a tailored pricing estimate for each individual case, ensuring that the proposed solution meets your particular needs and expectations.

3. Annual SaaS Licensing Model

The service includes multiple product suites. For pricing, licensing is expressed as modules mapped to a Module Pricing Tier (T1 to T12).

- Unit of Measure: Per named user × per module × per year
- Included in Annual Module License:
- SaaS license for the selected module(s)
- Standard updates and releases
- Access to standard product documentation

Excluded (unless purchased separately):

- Implementation, migration, and integration of delivery services
- Bespoke development / custom connectors
- Third-party fees (where applicable)
- Optional support and managed services
- Additional environments beyond those purchased

4. Module Pricing Tiers - Description

Module Pricing Tiers (T1–T12) are used to classify each module into a fixed annual unit price band based on the module’s relative functional depth and typical operational demands. In practical terms, a tier reflects how “heavy” a module is to run and support in a live SaaS setting, considering factors such as the module’s functional breadth and business criticality (for example, a supporting capability versus a core operational capability), the workflow/processing complexity and degree of configurability it typically requires, expected performance and throughput characteristics (including volume and concurrency), the intensity of auditability and control requirements (such as permissions, evidencing, traceability and reporting depth), and the module’s integration surface area (how many interfaces it commonly connects to and the typical complexity of those integrations).

On this basis, **T1–T3** cover lighter-weight or supporting modules, **T4–T7** cover standard-to-advanced business capability modules, **T8–T10** cover core processing or high-value operational modules, and **T11–T12** cover premium or specialist modules with the highest functional depth and operational demands.

Importantly, these tiers do not modify or restrict the features of any module; they exist solely to standardise pricing into transparent, consistent unit price bands for procurement, with the Buyer’s total annual licence cost calculated using the published tier unit price for each selected module.

The total price will depend on the number of users and the modules selected, as outlined in the module pricing tiers that follow.

Module Pricing Tier	Annual Price (£/user/module/year)
T1	£1,400
T2	£1,700
T3	£2,000
T4	£2,150
T5	£2,600
T6	£2,900
T7	£3,000
T8	£3,500
T9	£3,700
T10	£4,300
T11	£4,500
T12	£5,000

Commercial Rule: Total annual module license cost = (number of named users) × (number of modules) × (tier price)

5. Environment and Connectivity Packs (Annual)

Where applicable, clients may purchase environment-level packs. These are priced per environment, per year.
(Unit of Measure: Per environment × per year).

Pack	Tier	Price (£/environment/year)
API & Integration Pack	Standard	£16,500
API & Integration Pack	Baseline	£20,650
API & Integration Pack	Enhanced	£24,750
Connectivity Pack	Standard	£9,600
Connectivity Pack	Baseline	£12,000
Connectivity Pack	Enhanced	£14,500

Clients may choose from Standard, Baseline, or Enhanced options depending on their integration volume, throughput, resiliency needs, and number of non-production environments. Should requirements expand, it is possible to add additional environments or professional services days. Unit pricing will remain consistent.

6. Support Packages (Annual)

Support can be procured as a separate line item.

- Unit of Measure: Per named user × per year

Support Package	Price (£/user/year)
Standard (8x5)	£500
Enhanced (12x5)	£600
Premium (24x7)	£900

Support scope and response targets are defined in the Service Definition / Service Level documentation.

7. Professional Services

Professional services are available at fixed daily rates (per day = 8 hours, remote by default):

Role/Unit	Price (£/day)
Consultant	£850
Senior Consultant	£1,000
Solution Architect	£1,300
Project Manager	£1,200
Trainer	£750

The Buyer purchases a defined number of days for defined deliverables. Complexity affects the number of days purchased, not the day rate.

8. Ordering Logic

An order is built transparently by combining:

- Module licenses: Users × Modules × Tier price (annual)
- Environment packs (if needed): Environments × Pack price (annual)
- Support (if required): Users × Support price (annual)
- Professional services (if required): Days × Day rate

9. Conclusion

In summary, the purchasing structure outlined ensures transparency and flexibility for buyers by allowing them to tailor their orders based on actual needs, such as user count, module selection, environment requirements, support options, and professional services. By clearly defining the cost components and the logic behind order building, buyers can make informed decisions and optimize their investment according to the complexity and scope of their requirements. This approach supports efficient budgeting and resource allocation, ultimately delivering value and clarity throughout the procurement process.