

MiHealth Portal – G-Cloud15 Pricing Document

MiHealth Portal
Annual Pricing
Supplier: Microtech-Group Ltd
Date: 28th Jan 2026
Version: 1.0

1. Core Service Components

The MiHealth Portal service comprises four distinct components: Software License, Hosting Services, Support & Maintenance and Clinical System Integration (if applicable). All pricing is annual and billed annually in advance.

1.1 Software License

License includes:

- MiHealth Portal application software usage rights
- Integration with Health Monitoring Devices / Media Devices
- Mobile responsive interface

License Volume	License/Year
All	£610

1.2 Hosting Services - Per License Per Annum

Hosting includes:

- Microsoft Azure cloud infrastructure (UK South region)
- UK data residency compliance
- 100GB storage allocation per practice
- Automatic backup and disaster recovery
- Geo-redundant replication to UK West region
- SSL certificates and encryption
- 99.9% availability SLA
- Performance monitoring and optimization
- Security infrastructure and DDoS protection

License Volume	Hosting / Year
All	£150

1.3 Support & Maintenance – Per Site Per License Per Annum

Standard Support includes:

- Software updates and patches (automatic deployment)
- Security updates and vulnerability patches
- Service desk access
- 8am-6pm Monday-Friday support coverage
- 4-hour response for Priority 1 incidents
- 8-hour response for Priority 2 incidents
- Next business day response for Priority 3 incidents
- Remote diagnostic and resolution
- Online knowledge base access
- Release notes and documentation updates

License Volume	S&M / Year
License 1	£500
Each Additional License	£150

1.4 Clinical System Integration

Includes:

Integration with main UK Clinical Systems – EMIS Web, TPP SystmOne, Vision.

One time charge for initial setup and configuration is billed in line with Clinical System supplier passthrough charges without mark-up, or waived when applicable (e.g. IM1).

In the event that annuity charges are changed or introduced. Microtech Group Ltd reserve the right to pass these charges through in annual billing without mark-up.

1.5 Disclaimer

All prices quoted are exclusive of VAT. Prices are subject to annual CPI increase.

2. Implementation Services

One-time charges for initial setup and configuration per physical site. Implementation services are separate from annual recurring charges.

Service	One-Time Fee
Standard Implementation (Per Practice)	£350

Standard implementation includes:

- Discovery workshop and requirements gathering
- Azure tenant provisioning and configuration
- User account setup and permissions
- Remote training for up to 15 users
- 30-day post go-live priority support period
- Documentation and user guides

3. Pricing Example Scenarios

Example 1: Single License

Software License	£610
Hosting	£150
Support & Maintenance	£500
Total Annual Recurring	£1,260
Implementation (One-time)	£350
Clinical System Integration (One-time)	£TBC (if applicable)
Total Year 1	£1,610(+)

Example 2: Multiple Licenses (x2) at a Single Site

Software License	£1,220
Hosting	£300
Support & Maintenance	£650
Total Annual Recurring	£2,170
Implementation (One-time)	£350
Clinical System Integration (One-time)	£TBC (if applicable)
Total Year 1	£2,520(+)

Example 3: Multiple Licenses (x4) at Two Sites

Software License	£2,440
Hosting	£600
Support & Maintenance	£1300
Total Annual Recurring	£4,340
Implementation (One-time)	£700
Clinical System Integration (One-time)	£TBC (if applicable)
Total Year 1	£5,040(+)