

CaseWork – Pricing Document

V88.

1. Overview

This Pricing Document defines the charges for the CaseWork SaaS platform as supplied by V88 Limited through the G-Cloud Framework. Pricing is transparent and based on the volume of homelessness applications processed through the platform (“application credits”).

All prices are exclusive of VAT.

2. Application Credit Pricing

Each application processed through CaseWork requires one application credit.

Credits are purchased in tranches with volume-based discounts.

Credits	Price per Application
0 - 499	£75
500 - 999	£65
1,000 - 1,999	£55
2,000 - 2,999	£45
3,000+	POA

There is no minimum purchase and no annual commitment.

3. Pricing Examples (Illustrative)

Based on the 2,000+ pricing tranche (£45 per application):

- Clearing a backlog of ~3,000 applications: **£135,000**
- Processing ~300 new applications per month: **£13,500 per month**

These examples are indicative only and final pricing depends on the volume of credits purchased.

4. Deployment & Configuration

A one-off cost covering:

- Council environment setup
- Data isolation configuration
- Reasoning templates
- Workflow configuration
- Data validation setup
- User access configuration
- Training

Price: Based on council requirements and processes (one-off)

5. Optional Ongoing Costs

5.1 Premium V88 Support (Optional)

Includes:

- Enhanced monitoring
- Faster response times
- Data quality checks
- Direct escalation path

Price: £1,795 per month

No minimum commitment. Cancel any time with 30 days' notice.

5.2 Professional Services (Optional)

Covers any configuration, discovery or deployment activity outside the standard onboarding scope.

Rate: £1,250 per day (or part thereof)

5.3 Telephone Agent (Optional)

Interactive voice agent for applicant engagement (e.g., triage calls, document collection, status updates).

Charged **per call or interaction**, based on agreed configuration.

Pricing provided on request.

6. Exit Costs

There are **no mandatory exit charges**.

If transition assistance is requested (e.g., data migration or custom exports), this is delivered under optional professional services at the rate above.

All customer data is exportable in CSV or JSON formats at no charge.

7. VAT

Prices are exclusive of VAT. VAT is charged at the prevailing UK rate.

8. Validity

Pricing is valid for the duration of this G-Cloud listing and may be updated in accordance with G-Cloud guidance.

9. Contact

For pricing queries, please contact:

V88 Limited

hello@v88.co.uk

64 Ashley Road, Poole, BH14 9BN