

G-Cloud Pricing Document – Xylo Core

Summary

Xylo's products are priced using an annual subscription. Pricing is tiered by a council's annual planning workload using a simple 'complexity score'.

The subscription price includes unlimited users and unlimited usage, plus hosting, support, maintenance and ongoing product improvements for the term (organisation-wide licence).

How the complexity score works

Calculate your annual complexity score using the number of Major, Minor and Householder applications received in a 12-month period:

- Major applications × 20
- Minor applications × 5
- Householder applications × 1

Complexity score = (Majors×20) + (Minors×5) + (Householders×1)

Select the tier that matches the total complexity score.

Annual subscription pricing for Xylo Core and Xylo Patch (each sold separately)

Tier (by complexity score)	Complexity score cap	Annual fee (ex VAT)
Tier 1	Up to 1,000	£20,000
Tier 2	Up to 2,000	£32,000
Tier 3	Up to 4,000	£48,000
Tier 4	Up to 6,000	£60,000

Tier 5	Up to 9,000	£72,000
Tier 6	Up to 13,000	£94,500
Tier 7	Up to 20,000	£120,000

Volume discounts

Any contract over 2+ years qualifies for a 5% discount

Notes

- Fees are payable annually in advance. VAT is applicable.
- Unlimited users and unlimited usage are included in all tiers (no per-user licensing).
- Customers can move up a tier during the term by paying the pro-rated difference.
- No service credits are offered. Planned maintenance is scheduled outside core UK business hours where practicable.

What's included

- Hosting and maintenance
- Support via email/Teams (out-of-hours support provided for P1 incidents)
- Onboarding and training for nominated teams
- Security updates and ongoing product improvements

Contact

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