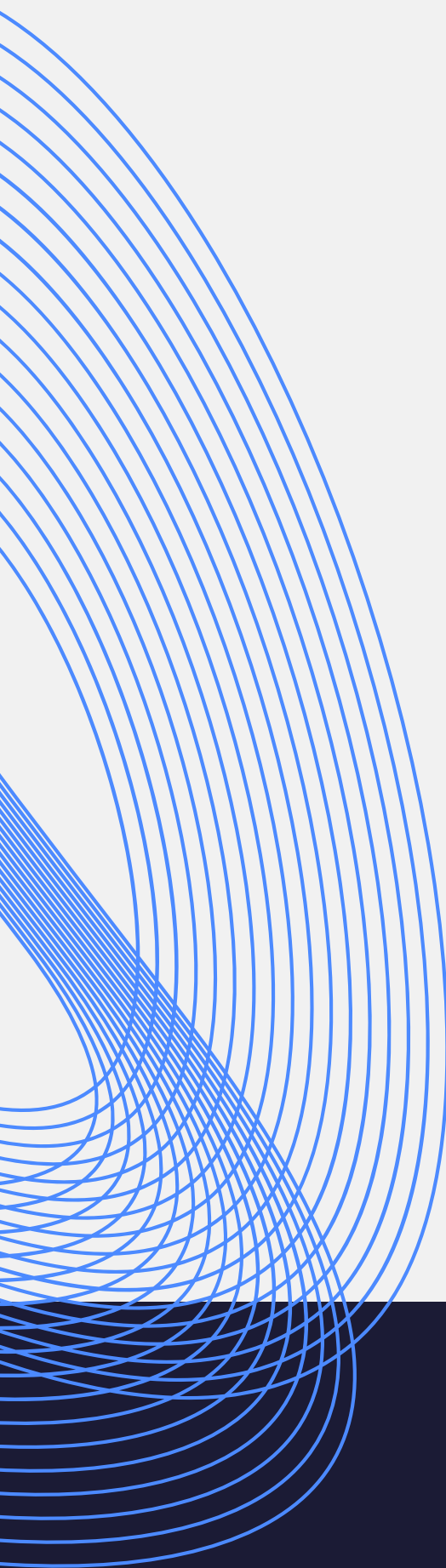




MYOLLA CASE MANAGEMENT (MYOLLA-CM)

**Pricing Overview and
Rate Card**



This document sets out the licensing options, professional service rates, and SFIA alignment for Myolla Case Management.

1. Platform Licence Pricing

The Service is offered under two alternative pricing models. Only one pricing model applies per Customer, based on how the Service is used.

1.1 Pricing Model A - User-Based Licence

User-based pricing is intended for organisations where the Service is used primarily for case management and service delivery, rather than as a system of record for ongoing membership administration.

This model is suitable where individuals are treated as service users or clients, and where records are typically created only when a case, enquiry, or interaction is raised.

Licence Metric	Unit	Price (per annum)
User-Based Platform Licence - up to 25 users	Per annum	£30,000
User-Based Platform Licence - up to 50 users	Per annum	£40,000
Additional Users (51-75)	Per annum	£15,000
Additional Users (76-100)	Per annum	£15,000
100+ Users	Per annum	Price on application

Scope and Assumptions (User-Based Pricing)

Under the user-based pricing model, the Service supports up to 5,000 active individual records associated with cases or service interactions.

This pricing assumes that the Customer does not maintain a persistent membership register within the Service, and that platform usage and value are driven primarily by the number of named users accessing the system.

Where the Service is used as a long-term system of record for a sustained population above this level, member-based pricing is more appropriate. If the active individual record count materially exceeds this threshold on an ongoing basis, the Supplier will review the pricing model with the Customer.

1.2 Pricing Model B - Member-Based Licence

Member-based pricing is intended for organisations that use the Service as a system of record for ongoing membership or population management, including the maintenance of persistent individual records regardless of case activity.

Membership Band	Members in Band	Price per member (per year)
Band 1	Up to 5,000	£5
Band 2	5,001 - 10,000	£4
Band 3	10,001 - 15,000	£3
Band 4	15,001 - 20,000	£2
Band 5	Above 20,000	£2

3. Professional Services - Indicative Day Rates

Service	Unit	Rate
Platform, Workflow & Reporting Configuration	Per day	£850 - £950
Data Migration (simple to complex)	Per day	£850 - £1,050
API / System Integration	Per day	£1,100
Administrator / End-User Training	Per day	£750 - £900

4. Support & Enhancements (Optional)

Service	Unit	Rate
Enhanced Support	Per annum	£12,000
Premium Support / SLA Uplift	Per annum	From £20,000
Bespoke Development (by exception)	Per day	£1,050 - £1,150

5. SFIA Alignment (Reference Only)

SFIA Level	Typical Role	Indicative Day Rate
Level 3 - 4	Configuration / Delivery Specialist	£850 - £950
Level 5	Senior Consultant / Solution Architect	£1,050 - £1,150
Level 6	Lead Architect / Complex Integration	£1,200 (by exception)

6. Commercial Notes

Services are delivered remotely during UK business hours (7.5-hour day). Prices exclude VAT. Professional services are optional and contracted separately. Fixed-price implementation packages are available following discovery.