

G-Cloud 15

Pricing

CrowdHandler Ltd

Virtual Waiting Room

Lot 2a: Infrastructure Software as a Service (iSaaS)

Important Information

Pricing Date

All pricing is accurate as of December 2025. Individual prices may increase during the contract period in accordance with CCS guidelines.

Subscription Model

CrowdHandler operates on an annual subscription basis with a 12 month minimum contract length.

Currency

All prices are listed in British Pounds (GBP) excluding VAT. VAT will be applied as applicable.

Free Trial

A 30-day free trial is available to all new customers. Trial accounts are limited to 100 concurrent users and 10 customers/minute throughput. For full conditions and limitations of the free trial, please contact hello@crowdhandler.com

Volume and Custom Pricing

Organisations requiring higher capacity, annual commitments or bespoke features should contact our sales team for custom pricing. We can work with government organizations to create pricing structures that match specific requirements and budget cycles.

Standard Pricing Tiers

CrowdHandler offers three subscription tiers, plus custom contract options. Each tier includes progressively more capacity, features, and support.

Plus

Annual Price: £15,000

Minimum Term: 12 Months

Ideal For: Medium organisations with periodic high-traffic events

Capacity:

- 5 waiting rooms
- 2 domains
- Queue up to 20,000 customers simultaneously
- 300 customers per minute throughput

Features Included:

- 5 user accounts with 2FA
- Custom templates with full HTML/CSS control
- ReCAPTCHA integration
- Device fingerprinting
- Autotune (automatic rate adjustment)
- Priority Access (VIP codes)
- IP Control (block/promote specific IPs)
- Full API access (Private API)
- DNS implementation (up to 5TB data transfer)
- Analytics and reporting
- 14-day log retention
- Email/ticketing support
- 8-hour response SLA

Professional

Annual price: £32,040

Minimum Term: 12 months

Ideal For: Medium to large organisations with regular high-traffic periods

Capacity:

- 10 waiting rooms
- 3 domains
- Queue up to 50,000 customers simultaneously
- 500 customers per minute throughput

All Plus Features, PLUS:

- Increased capacity (50K queue, 500/min)
- 10 waiting rooms across 3 domains
- Anomaly Detection (0-100% risk scoring)
- Threat Blocking (200,000+ known malicious IPs)
- DNS implementation (up to 10TB data transfer)
- 30-day log retention
- 2-hour response SLA

Enterprise

Annual Price: £56,040

Minimum Term: 12 months

Ideal For: Large organisations, critical government services, high-volume operations

Capacity:

- 20 waiting rooms
- 5 domains
- Queue up to 100,000 customers simultaneously
- 1,000 customers per minute throughput

All Professional Features, PLUS:

- Increased capacity (100K queue, 1,000/min)
- 20 waiting rooms across 5 domains
- 10 user accounts with 2FA
- DNS implementation (up to 20TB data transfer)
- Priority technical support
- 1-hour response SLA

Custom Contract

Monthly Price: Custom Pricing

Minimum Term: 12 months

Ideal For: Organizations with unique requirements and/or very high capacity needs.

Custom Enterprise packages are tailored to your specific needs and can include:

- Unlimited waiting rooms and domains
- Queue capacity exceeding 100,000 concurrent users
- Throughput exceeding 1,000 customers per minute
- 24/7 dedicated support
- Custom data residency requirements
- Dedicated infrastructure
- White-glove onboarding and training

Contact our sales team at hello@crowdhandler.com to discuss Custom Enterprise requirements and pricing.

Pricing Summary Table

Quick summary comparison of standard subscription tiers.

Feature	Plus	Professional	Enterprise	Custom
Annual Price	£15,000	£32,040	£56,040	Custom
Waiting Rooms	Up to 5	Up to 10	Up to 20	Custom
Domains	2	3	5	Custom
Queue Capacity (concurrent)	20,000	50,000	100,000	Custom
Throughput (per minute)	300	500	1,000	Custom
User Accounts	5	5	10	Custom
Two-Factor Authentication (2FA)	✓	✓	✓	✓
Log Retention	14 days	30 days	30 days	30 days
Support SLA	8 hours	2 hours	1 hour	1 hour
Custom Templates	✓	✓	✓	✓
ReCAPTCHA	✓	✓	✓	✓
Reporting	✓	✓	✓	✓
Device Fingerprinting	✓	✓	✓	✓
DNS Implementation	Up to 5TB	Up to 10TB	Up to 20TB	Up to 20TB
Autotune	✓	✓	✓	✓
Priority Access	✓	✓	✓	✓
IP Control	✓	✓	✓	✓
Full API	✓	✓	✓	✓
Anomaly Detection	x	✓	✓	✓
Threat Blocking	x	✓	✓	✓

Additional Options and Add-Ons

Multi-Year Agreements

Government organizations requiring multi-year agreements can negotiate custom terms with additional discounting based on commitment length and total contract value. Contact our sales team for details.

Volume Discounts

Organizations requiring multiple accounts or significantly higher capacity than our standard Enterprise tier can discuss volume pricing with our sales team.

Professional Services

Additional professional services are available on request, including:

- Extended onboarding and training
- Load testing and capacity planning
- Custom template design
- Technical consultancy

Professional services are quoted separately based on scope and requirements.

Contact Information

For pricing inquiries, custom quotes, or questions about any of our subscription tiers, please contact:

Sales Team

Email: hello@crowdhandler.com

Website: www.crowdhandler.com

General Inquiries

Email: hello@crowdhandler.com

*This pricing document is accurate as of December 2025.
Prices may be updated during the G-Cloud 15 framework period in accordance with CCS guidelines.
Please contact us for the most current pricing information.*