

IsoStock Cloud Pricing

INTRODUCTION

This document provides the pricing information for IsoStock Cloud. It describes the pricing structure, billing units, optional charges, and commercial terms associated with the IsoStock Cloud service for procurement and customer assurance purposes.

SCOPE

This document is intended for prospective and existing customers, procurement and assurance teams, and system owners responsible for the management of radioactive materials who require pricing and commercial information for IsoStock Cloud.

This document should be read in conjunction with:

- The IsoStock Cloud Service Definition
- The IsoStock Cloud Terms and Conditions

PRICING MODEL OVERVIEW

IsoStock Cloud is priced as a site-based Software-as-a-Service (SaaS) offering.

Pricing is based on:

- a single customer site, usually geographically defined by an Environment Agency (or equivalent) Permit
- a defined maximum number of users
- inclusion of all functionality, security, hosting, support, and compliance features described in the IsoStock Cloud Service Definition

The service is supplied as a fully managed cloud service. No customer-managed infrastructure is required.

CORE SERVICE PRICING

IsoStock Cloud – Core Service

- Billing unit: Per site, per year
- User limit: Up to 50 defined users, either accessing the service or listed as users of radioactive materials
- Price: £8,000 per site per year (excluding VAT)

The stated price represents the maximum price for the defined service scope.

Where the service is procured by public sector bodies, NHS organisations, academic institutions, or other regulated entities, pricing may reflect the scale, complexity, and delivery characteristics of the organisation. Any such pricing adjustment is applied consistently to the defined scope and does not reduce the functionality or service levels provided.

No functional restrictions are applied within the defined user limit.

USER CEILINGS AND SCALABILITY

Additional sites

The licence price applies to each additional site (set of EA or equivalent Permits or geographical site). Additional sites procured through the same organisation and single billing point, may be eligible for discounted pricing where structures and key users are shared.

Additional users

- More than 50 users per site: Price on application (POA)

Pricing above the standard user limit depends on:

- total number of users
- usage patterns
- operational and regulatory complexity

This ensures pricing remains proportionate while allowing the service to scale to larger or more complex organisations.

ONBOARDING AND CONFIGURATION CHARGES

Onboarding and configuration cover the structured setup of IsoStock Cloud to ensure the service is usable from day one with a minimal learning curve for end users.

This non-exhaustive list will include:

- review and entry of permits and regulatory structure
- configuration of nuclides, limits, and licence groupings
- setup of departments, locations, stores, and waste routes
- configuration of users, roles, and permissions
- initial validation with key users

Standard onboarding and initial configuration are charged as a fixed fee, typically in the range £2,000 – £5,000 per site.

The exact fee depends on:

- number and complexity of permits and sites
- organisational structure
- regulatory complexity
- level of customer key-user involvement

The agreed scope and fee are confirmed in writing before engagement.

Configuration for additional sites benefits from reduced fees where structures and key users are shared.

- Onboarding from IsoStock V4: Included in the core price

DATA MIGRATION CHARGES

Migration from other legacy systems is excluded from the price.

Migration effort varies depending on:

- data volume
- source system structure
- data quality and validation requirements
- regulatory continuity requirements

The agreed scope and fee are confirmed in writing before engagement.

BESPOKE AND NON-STANDARD SERVICES

Other items that may be considered, but are excluded from the price:

- Custom reporting
- Bespoke development or functionality

- Interfacing with new 3rd party products

BILLING, PAYMENT, AND CONTRACT TERMS

- Prices are exclusive of VAT
- Billing is annual in advance
- Minimum contract term: 12 months
- Renewals are annual

ASSUMPTIONS AND EXCLUSIONS

IsoStock Cloud provides software and supporting infrastructure only.

Customers remain responsible for:

- compliance with applicable legislation and licence conditions
- accuracy and completeness of data entered into the system
- local operational procedures and controls
- internet connectivity and compatible web browsers

The service does not provide regulatory approval or act as a regulatory authority.

OFFBOARDING AND DATA EXTRACTION

On termination of the service:

- Operational and regulatory reports can be exported directly in PDF and Excel formats by the key users
- A full database export (BACPAC format) can be supplied on request

Standard, in application, data export is included.

A single full database export is included.

PRICE CHANGES

Prices are fixed for the duration of the initial contract term.

On contract renewal, prices may be adjusted annually in line with the UK Retail Price Index (RPI).

Any such adjustment:

- applies only at the contract anniversary or renewal point
- will not exceed the prevailing RPI rate
- will be communicated to the customer in advance

No other price increases apply during the agreed contract term.

DOCUMENT REVIEW, APPROVAL AND HISTORY

The initial review, approval and ongoing revision history of the standard is managed using the MS Team approval process.

A review of this document will be managed on an annual basis unless otherwise specified in the Controlled Document list.

QUALITY ASSURANCE

This document was designed and created in consultation with internal key technical subject matter experts and business stakeholders. During development, the document is made based on ISO 27001, CE/Cyber Plus, and UK GDPR standards.



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