

G-Cloud Pricing Document

Pricing model overview

Guardian CRM is priced using a subscription-based SaaS model, consisting of:

- An annual platform licence, and
- A per-user monthly subscription

This model supports scalable use across programmes, teams and departments and aligns with standard public-sector SaaS procurement.

Contracts are available for 12-month and 24-month terms.

Platform licence

Base platform licence:

£100,000 per year

The platform licence includes:

- Access to the Guardian CRM platform
- Workflow and case management engine
- AI knowledge worker capability
- Secure cloud hosting and environment management
- Standard support and service management

The platform licence is charged once per customer organisation, regardless of user numbers.

User licences

Named user licence:

£500 per user per month
(£6,000 per user per year)

User licences apply to operational users including caseworkers, surveyors, compliance officers and managers who actively use the system.

User numbers can be increased or reduced in line with contract terms to support changing operational demand.

AI functionality

AI-assisted features, including AI knowledge workers, are included as part of the platform and user licences. There is no separate charge for AI functionality.

AI outputs are provided as decision-support only and require appropriate human review.

Volume and multi-year pricing

- Volume discounts may be available for larger user numbers
- Discounted rates may be available for 24-month contracts
- Pricing adjustments are agreed in advance and documented contractually

Implementation and configuration

Initial configuration, workflow setup and onboarding services are priced separately and agreed based on customer requirements. These services are optional and not required for platform access.

Billing and payment

- Platform licence is billed annually in advance
- User licences are billed annually based on the agreed number of users
- All prices are exclusive of VAT

Summary example (illustrative)

Item	Price
Platform licence	£100,000 per year
10 users	£60,000 per year
Total annual cost	£160,000 per year