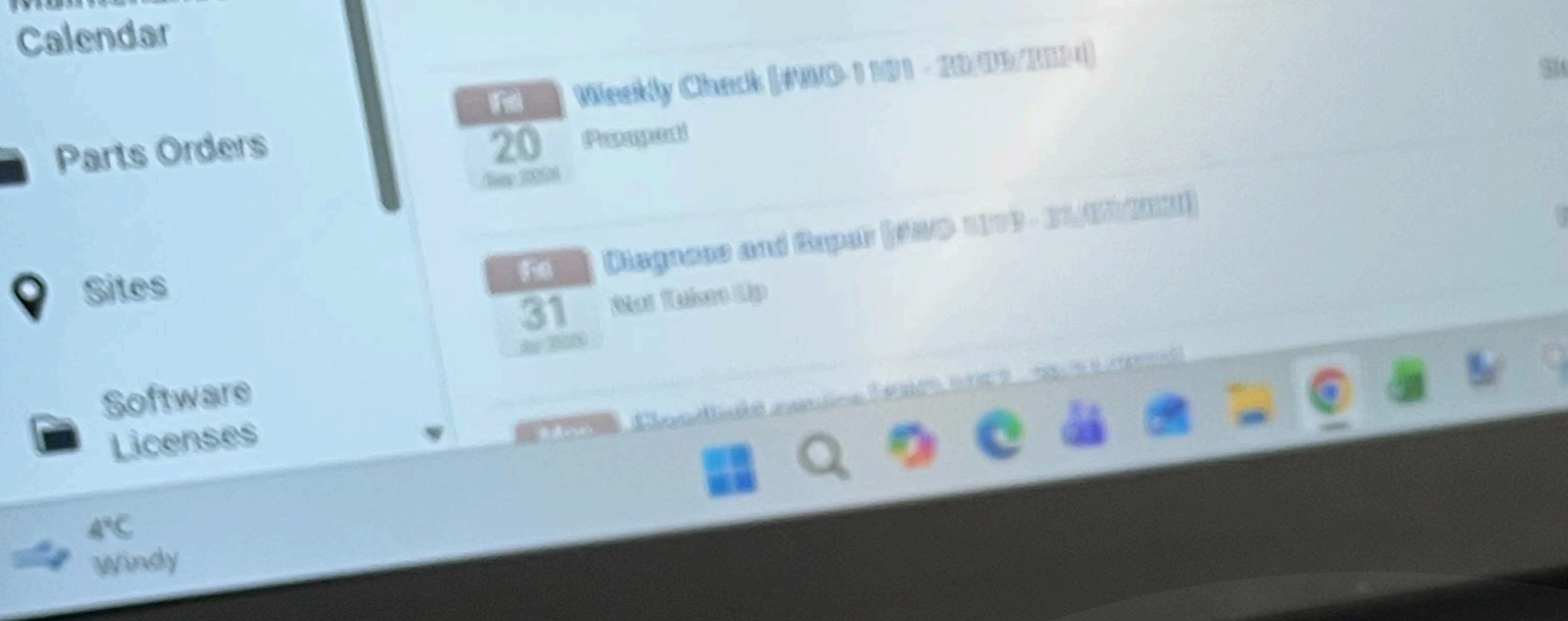




trackingThisTM
Pricing
Let's make it easier.



Pricing | Base system licenses

Pricing for trackingThis is transparent and affordable. Structured in a clear per-person monthly charge for the core system licence that includes hosting and support. Designed to scale as your needs change, from simple day-to-day requirements through to larger teams, pricing remains pragmatic and straightforward to manage. Optional add-ons are available where needed.

System administrator **£145** per person per month



Full control: The System administrator licence is the baseline to start using trackingThis. It gives one person full control to set up, configure and oversee the system, data, users and workflows. The administrator acts as the system owner and is typically someone responsible for operations.

People with Management tier licenses receive standard support included as long as they have attended a training session.

Management user **£55** per person per month



Advanced access: The Management user tier is designed for managers, supervisors and department leads who oversee processes, monitoring performance and supporting their teams through advanced workflows and reporting. These users operate within the structure set by the administrator, handling all day-to-day functions.

People with Management tier licenses receive standard support included as long as they have attended a training session.

Standard user **£35** per person per month



Basic access: The Standard user tier is designed for team members who use trackingThis as part of their day-to-day role. It allows users to view and interact with records, compliance inspections, asset checks and incident reporting but are blocked from seeing setup and reporting functions that remain with higher user tiers.

Standard users receive internal support only.

Lite user **£15** per person per month



Occasional access: The Lite tier provides limited access to trackingThis, designed for incidental use by staff, contractors and freelancers. It provides a route for a large number of people to securely use the system where the system isn't part of their primary job function.

Lite users receive internal support only.

Pricing | Professional services and add-ons

Onboarding package £999

Our onboarding package provides a small allocation of multi-discipline resources for setup and training to get small teams using the system without big capital costs - ensuring success from day one.

Premium support packages

An upgraded support package providing extended support hours, a dedicated support contact and priority support. May also include an allocation of user retraining hours.

Standard - Included	Enhanced - £2,200/m *	VIP - £3,875/m *
• Report tickets online • Email support • Phone support during business hours • Limited to users who have attended a training session	• Everything in Standard plus... • 100% SLA • Extended support hours • Support via Microsoft Teams • Assigned client support manager • Guaranteed response times • Regular service check-in reviews * Price based on accounts with under 100 users	• Everything in Enhanced plus... • Retained monthly hours • Best-effort support for users who have not attended a training session * Price based on accounts with under 100 users

User provisioning (SCIM) £120 per month per organisation

Automated creation, removal and synchronisation of users with Microsoft Entra ID (formerly Active Directory), ensuring access and permissions stay aligned with your organisation without manual administration.

Single sign-on (SSO) £78 per month per organisation

Integration with supported single sign-on providers, allowing users to access trackingThis without a separate username and password. This improves security and reduces administrative overhead.

WordPress – client portal £105 per month per portal

Connect trackingThis with a WordPress / WooCommerce site to allow online bookings or a client / partner portal without needing to give direct access or license them for access to trackingThis.

Professional services

Project management and Consultancy £1190 per day / £170 per hour

Customisation and bespoke development £798 per day

Data migration £960 per day / £120 per hour

On-site training £760 per day plus expenses

Priced per day, plus travel and expenses. Can be structured to best fit your requirements.

Remote training £270 per session

2 hour virtual training session using Microsoft Teams for up to 6 people

Pricing | FAQs

Do all users need the same tier of license?

No. You mix and match the tiers you need based on user needs and roles.

Do I need all user tiers?

No, you can start as little as one Administrator and add other user tiers only as needed.

How many Administrators do I need?

At least one Administrator but we recommend one per 50 users.

Can I change user licences later?

User licenses can be changed as your team changes with the restriction that a license can't be reassigned more than once per calendar month.

Can external contractors use trackingThis?

Yes. Lite User licences are designed specifically for external users and contractors.

Do all users need paid licences?

Yes. All users require a licence, with tiers based on access level.

Can multiple people share a licence?

No. Each user requires their own licence.

What happens if someone leaves the team?

Licences can be reassigned or adjusted as your team changes.

Is Single Sign-On (SSO) charged per user or overall?

SSO is a nominal single monthly charge per organisation to cover the additional support cost. We do not charge per user because we want to encourage SSO as it improves security.

What is internal support?

Internal support is when you use your own resources to support your users to reduce your monthly cost.

How do we pay for your services?

Invoices are raised at the start of each month. Payable in 30 day terms.



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