



Leafnotes Ambient Scribe Pricing v1.0

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1. Pricing summary

Leafnotes Ambient Scribe delivers an ambient scribe platform for social care. Instead of charging per-user licences, we offer organisation-wide subscriptions that cover the hours your teams require. Below is a full description of how our subscriptions operate, what is included and pilot options.

The service is intended to support professionals undertaking assessments, visits and multiagency work, and pricing reflects the variability of professional roles, workloads and organisational models.

Included is full access to the Leafnotes Mobile apps on Android and Apple Stores, allowing for flexible and convenient working in the field.

Final pricing is agreed at call off stage in accordance with Crown Commercial Service (CCS) requirements.

All prices are exclusive of VAT unless otherwise stated.

2. Pricing model

How subscriptions operate

- One upfront organisational licence covering the annual credit allowance you purchase.
- Unlimited named users — you control access.
- Live analytics to monitor recording and report generation in real time.
- No hidden charges: templates and in-use support included.
- Move to a higher tier at any time by paying the difference; no penalty fees.

What every subscription includes

Unlimited templates and configuration

- Custom templates tailored to your social care workflows (case notes, supervisions, care assessments and more).
- Template design, adjustments and bespoke builds carried out by our team via your admin dashboard.

Comprehensive, practical support and training

- Unlimited implementation and ongoing training (group sessions, 1:1, e-learning) and a train-the-trainer programme.
- Manager enablement sessions and leadership guidance.
- Fast support through email and live chat (average response under two hours), plus video and written user guides.

A partnership approach

- A dedicated delivery manager who prepares and manages a project plan, chairs monthly steering calls and acts as your single point of contact.
- Evaluation and reporting support to define success metrics, capture evaluation data and report on progress.
- Community access with forums for practitioners, project managers and senior leaders to share learnings.

Flexible credits-based model

Credits may be used across our product suite:

- 1 credit = 1 hour of Leafnotes Recording.
- 1 credit = 1 Leafnotes Insight created (intelligent custom report).
- 1 credit = 30 minutes of Leafnotes Listening call time.
- 1 credit = 100 Leafnotes Voice Note Reports (case note creation from voice notes)

Recording, Insights, Listening and Voice Note Reports are interchangeable: an insight generated consumes one credit (equivalent to one hour of recording). Subscriptions include unlimited users, access to all mobile apps unlimited templates and unlimited in-use support as standard.

Selecting a tier

Estimate total recording hours plus the expected number of reports for the year, then choose the tier with the appropriate credit allowance. Live analytics and our onboarding team will help you refine estimates. Upgrades are permitted at any time by paying the difference.

Annual subscription tiers (credits and annual fee)

- Tier 1 — Up to 6,000 credits — Annual fee: £27,000
- Tier 2 — Up to 12,000 credits — Annual fee: £45,900
- Tier 3 — Up to 25,000 credits — Annual fee: £78,750
- Tier 4 — Up to 50,000 credits — Annual fee: £123,750
- Tier 5 — Up to 100,000 credits — Annual fee: £202,500
- Tier 6 — Up to 150,000 credits — Annual fee: £236,250
- Tier 7 — Up to 200,000 credits — Annual fee: £270,000

Pilot options

We provide structured 12-week pilots with hands-on project management and evaluation to de-risk roll-out and measure impact.

1. **Scribe Notes / Scribe Reports — 12-week pilot and evaluation**

Price: £27,000

Includes:

- Two bespoke templates built for your workflows.
- Dedicated delivery manager to run the pilot, coordinate training and produce evaluation reporting.
- Tailored training (1:1, small-group and in-person as agreed).
- Regular user feedback sessions during the pilot.
- A bespoke quantitative and qualitative evaluation against your KPIs with a written report and presentation of results.
- Unlimited usage for the pilot cohort (20–40 users).
- Support for governance tasks (DPIA, information security reviews, business case modelling).
- All hosting costs included.
- Fast customer support via live chat, email and 1:1 video call.

2. **Multiple-pilot package**

For organisations running pilots in several directorates:

- Two pilots: *£36,000 total* (£18,000 per pilot).
- Three pilots: *£40,500 total* (£13,500 per pilot).

To receive a tailored proposal, we will:

- Model expected annual credit usage with you.
- Recommend the most cost-effective tier.
- Provide a project plan and timetable for pilot or full roll-out.

Contact your Ambient Scribe account lead or the commercial team to request a formal proposal and contract terms.

Additional fees and discounts

- Contracts of two or more years qualify for a 5% volume discount on the annual subscription fee.

3. What is included in the subscription

The Leafnotes Ambient Scribe subscription typically includes:

- Access to the Leafnotes Ambient Scribe service
- Secure capture and drafting of voice based professional inputs
- Ongoing software updates and maintenance
- Standard support arrangements

The precise scope of included services is confirmed at call off stage and aligned to the agreed delivery model.

4. Optional services

Optional services may be provided where required and agreed, including:

- Enhanced onboarding and configuration support
- Custom integrations with other platforms you use
- Additional training for professional users, supervisors or managers
- Implementation support aligned to organisational governance and information assurance requirements

Optional services are scoped and priced separately and confirmed prior to contract award.

5. Implementation and onboarding

Implementation and onboarding support for Leafnotes Ambient Scribe is tailored to the customer's professional practice, governance arrangements and information assurance requirements.

Where additional onboarding, configuration or implementation support is required beyond the standard service offering, this is agreed and priced separately at call off stage.

6. What is not included in base pricing

Unless explicitly agreed at call off, the following are not included in the standard subscription:

- Bespoke software development outside the standard product roadmap
- Custom integrations requiring specialist development
- Onsite delivery or in person training (travel and accommodation costs)
- Consultancy services beyond standard onboarding and support

7. Payment terms

Payment terms, invoicing arrangements and billing schedules are agreed at call off stage in line with CCS requirements and public sector payment standards.

8. VAT

All prices are exclusive of VAT. VAT is applied at the prevailing rate in accordance with legislation.

9. Pricing governance

- Pricing is confirmed at call off stage
- Charges are transparent and aligned to the agreed scope of service
- No minimum contract term is implied unless agreed at call off
- Any one-off implementation or onboarding costs are agreed in advance

10. Use of external websites

This pricing document does not include marketing links or promotional material. Customers may refer to the supplier's website for general background information only.