



Pricing – What Caused This

Pricing overview

The service is provided as a subscription-based Software as a Service (SaaS) offering. Pricing is based on the number of records created within the service during the annual licence period.

Licences are charged annually and payable in advance.

Pricing unit

A **record** is defined as a new Root Cause Analysis entry created in the platform.

The applicable licence tier is determined by the total number of records created during the annual licence period.

There is **no limit on the number of named users**.

Pricing table:

Licence tier	Maximum records per annum	Annual price (£)
Entry level	Up to 1,000 records	£25,000
Standard	Up to 2,000 records	£35,000
Advanced	Up to 3,000 records	£50,000
Enterprise	Over 3,000 records	Price on request

All prices are exclusive of VAT.

What is included in the price

The annual licence price includes:

- Access to the Digital Root Cause Analysis SaaS platform
- Hosting and maintenance of the service
- Software updates and enhancements
- UK-based, human-led support during UK business hours, Monday to Friday, 9am to 5pm
- Online training and user documentation



What is not included in the price

The annual licence price does not include:

- Support outside UK business hours
- On-site support
- Bespoke development or configuration
- Consultancy, process redesign, or advisory services

Support outside business hours and on-site support may be available by prior agreement and are chargeable.

Multi-year pricing

Discounts may be available for multi-year licence commitments. Pricing will be confirmed at the time of order.

VAT

All prices are exclusive of VAT.

Assumptions and constraints

- Unused record capacity does not roll over between licence periods
- The licence applies to a single organisation unless otherwise agreed
- The service supports digital Root Cause Analysis activities only

Compliance statement

This pricing document aligns with the G-Cloud 15 Service Definition, support description, and service constraints for the Digital Root Cause Analysis SaaS platform.