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Pricing Definition

OneAdvanced AI Intelligent Chat and Agents

OneAdvanced Limited

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1. Pricing for OneAdvanced AI Intelligent Chat and Agents

OneAdvanced is the UK's third largest provider of business software and services with a £330m turnover, 10,000 customers and 1,800 employees. We provide enterprise and market-focused solutions that allow our customers to reimagine what is possible, innovate in their sectors and improve the lives of millions of people in the UK.

OneAdvanced solutions help to care for 65 million patients in the UK, send 10 million sports fans through the turnstiles, manage over £1 billion in charity donations, support 2.5 million students and get over 1.2 billion passengers to their destinations on time. By continually investing in our people, partnerships, and technologies, we provide right-first-time solutions that evolve with the changing needs of our customers and the markets they operate in.

Our sector knowledge means we power the world of work to suit your needs.

Pricing tables cover the functionality of OneAdvanced AI Intelligent Chat at the time of submission. Please refer to the Service Definition Document for full detail of the functionality of OneAdvanced AI Intelligent Chat.

1.1. Pricing Table

Description	Band	Frequency	Price
OneAdvanced AI Intelligent Chat PLAT-OAAI-U-S	Up to 350 users	Annual	£13,000
Additional Users PLAT-OAAI-U100-S	Additional 100 users	Annual	£3,300

Onboarding is provided digitally. Additional support is available at the Day Rates specified below.

All prices are exclusive of VAT.

Prices valid as at the date of this document. Indexation may apply to call off contracts.

1.2. Trial Periods

Trial periods are not typically offered but can be agreed on a case by case basis. Proofs of concept are more typically offered, subject to detailed plans, agreed objectives, and post period reviews to determine ongoing service status. This is not typically offered on a free of charge basis.

1.3. Exit Costs

If a contract is terminated in line with the terms and conditions, there are no specific costs for exiting the software. However, where an organisation wishes to have some form of on-going post termination access for historical purposes, an additional cost may be levied to provide such.

1.4. Education or Research Establishment Pricing

OneAdvanced does not offer specific sector pricing for Education or Research establishments. The Pricing defined represents a common model for all participating bodies.

1.5. Payment Options

The payment options available are:

- Purchase Order, Subsequent Invoice and BACS Payment; and
- Automated payment methods

Typically, orders are invoiced annually in advance with 30 day payment terms.

1.6. Volume Discounts

If applicable, Volume discounts are described in the pricing table above.

1.7. Services Day Rates

The following Day rates will apply for any additional services. Standard Installations and Training are typically performed by an Engineer or Consultant grade, whilst bespoke services and consultancy is typically fulfilled by a Project and/or Programme manager. The scope of any additional services will be agreed ahead of finalising an order.

Grade		Day Rate
Engineer	PS-ENGSTNDRD-CPQ	£1,550
Consultant	PS-FIN-CSME	£1,700
Project Manager	PS-BS-PROM	£1,820
Programme Manager	PS-BS-PROG	£2,320

1.8. Customer Care Packages

OneAdvanced customer support is committed to delivering an exceptional service and partnering with our customers to ensure the successful deployment and use of solutions and services.

We offer three Customer Care Packages to cater to your specific needs:

	Essentials	Enhanced	Elite
Pricing if overall SaaS Subscriptions includes any of Financials, Care Cloud, Time & Attendance or OneAdvanced Legal solutions	Included as part of your SaaS subscription fee	Incurs an additional 15% of the SaaS subscription fee, subject to minimum spend of £8,000	Incurs an additional 25% of the SaaS subscription fee, subject to minimum spend of £25,000
Pricing if overall SaaS Subscriptions do not contain Financials, Care Cloud, Time & Attendance and OneAdvanced Legal solutions	Included as part of your SaaS subscription fee	Incurs an additional 10% of the SaaS subscription fee, subject to minimum spend of £5,500	Incurs an additional 20% of the SaaS subscription fee, subject to minimum spend of £20,000

Note: Customer Care Packages apply to all SaaS software purchased; customers with multiple OneAdvanced SaaS solutions will need to purchase Enhanced or Elite Care Packages for all solutions. The minimum spend applies to the additional % SaaS calculation based on all SaaS subscriptions, not just for this subscription.

Please refer to the Service Definition Document for further details on our offered Customer Care Packages.

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Contact us

 +44(0) 330 343 4000

 www.oneadvanced.com

 hello@oneadvanced.com