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# Pricing Definition

## OneAdvanced's Clinical Decision Support

**OneAdvanced Limited**
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# 1.Pricing for Clinical Decision Support

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 Clinical Decision Support at the time of submission. Please refer to the Service Definition Document for full detail of the functionality of Clinical Decision Support.

Clinical Decision Support is sold as part of IQ Health, the Intelligent System of Work for Health which includes our Intelligent Experience Layer, Intelligent Platform Level and Intelligent Services Tiers which can be configured to your needs. These apply to all capabilities purchased as part of IQ Health.

## 1.1. Pricing Table

| Description | Band | Frequency | Price |
|---|---|---|---|
| **Clinical Decision Support Standard FirstCall Subscription** ODY-STDFC-S | Per Concurrent User | Annual | ~~£9,900~~ £7,925 |
| **Clinical Decision Support Standard TeleSubscription** ODY-STDTA-S | Per Concurrent User | Annual | ~~£9,900~~ £7,925 |
| **Clinical Decision Support Standard Patient Subscription** ODY-STDPT-S | Per Patient | Annual | ~~£0.96~~ £0.77 |
| **Odyssey - Cascade Revalidation eLearning** ODY-ELB-T | Per User | Annual | ~~£565~~ £450 |

Installation and Onboarding services are tailored to individual requirements and charged at the Day Rates described below:

All prices are exclusive of VAT.

Discounted Prices are valid until 30 November 2026. 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

OneAdvanced charges for the Exit Process because customer generated content is returned to the customer, to an alternative supplier at the customer's request and/or listed and/or certified as destroyed upon termination. OneAdvanced charges for these services on a time and materials basis, at rates that are in accordance with the Services Day Rates below

OneAdvanced services available on termination include (and are subject to the data standards that will be in use (within the service) at the time of termination):

The return of all consumer-generated data (e.g. content, metadata, and audit) and a list of the data that will be available for extraction. Where there is a risk of confusion, data that will not be available for later extraction will also be published. By default, data will be provided as a data extract in a SQL database.

Extraction of consumer generated data in a specific format (or the migration to another service provider's service) can be discussed as part of the exit plan along with any associated costs that may apply.

Confirmation that the Supplier will purge and destroy (as defined in security accreditation for different ILs) consumer data from any computers, storage devices and storage media that are to be retained by the Supplier after the end of the subscription period and the subsequent extraction of consumer data (if requested by the consumer).

Data will be extracted on exit and delivered to the consumer in a pre-agreed form and on a pre-agreed medium. Generally, the data is extracted as a direct copy of the original environment and delivered on portable disk media or SFTP download.  Data is construed as including the content, structure, configuration and meta data information for applications and services.

The only element of the SaaS environment that will not be delivered is the operating system and associated license keys.

On exit, all consumer data will be retained within the backup environment for a period of 30 days, unless specific requests are made otherwise, after which it will be destroyed and all associated server environments within the IaaS will also be destroyed.

## 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-ENG-HTH | ~~£1,650~~ £1,315 |
| **Consultant** | PS-CON-HTH | ~~£1,820~~ £1,450 |
| **Project Manager** | PS-PRJ-HTH | ~~£1,940~~ £1,545 |
| **Programme Manager** | PS-PGM-HTH | ~~£2,470~~ £1,975 |

## 1.8. Intelligent Service Tiers

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 Intelligent Service Tiers to cater to your specific needs:

| | Essentials | Enhanced | Elite |
|---|---|---|---|
| **Intelligent Service Tiers** | Included as part of your SaaS subscription fee | ~~£12,000~~ £10,000 | ~~£75,000~~ £65,000 |

Please refer to the Service Definition Document for further details on our offered Intelligent Service Tiers.

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