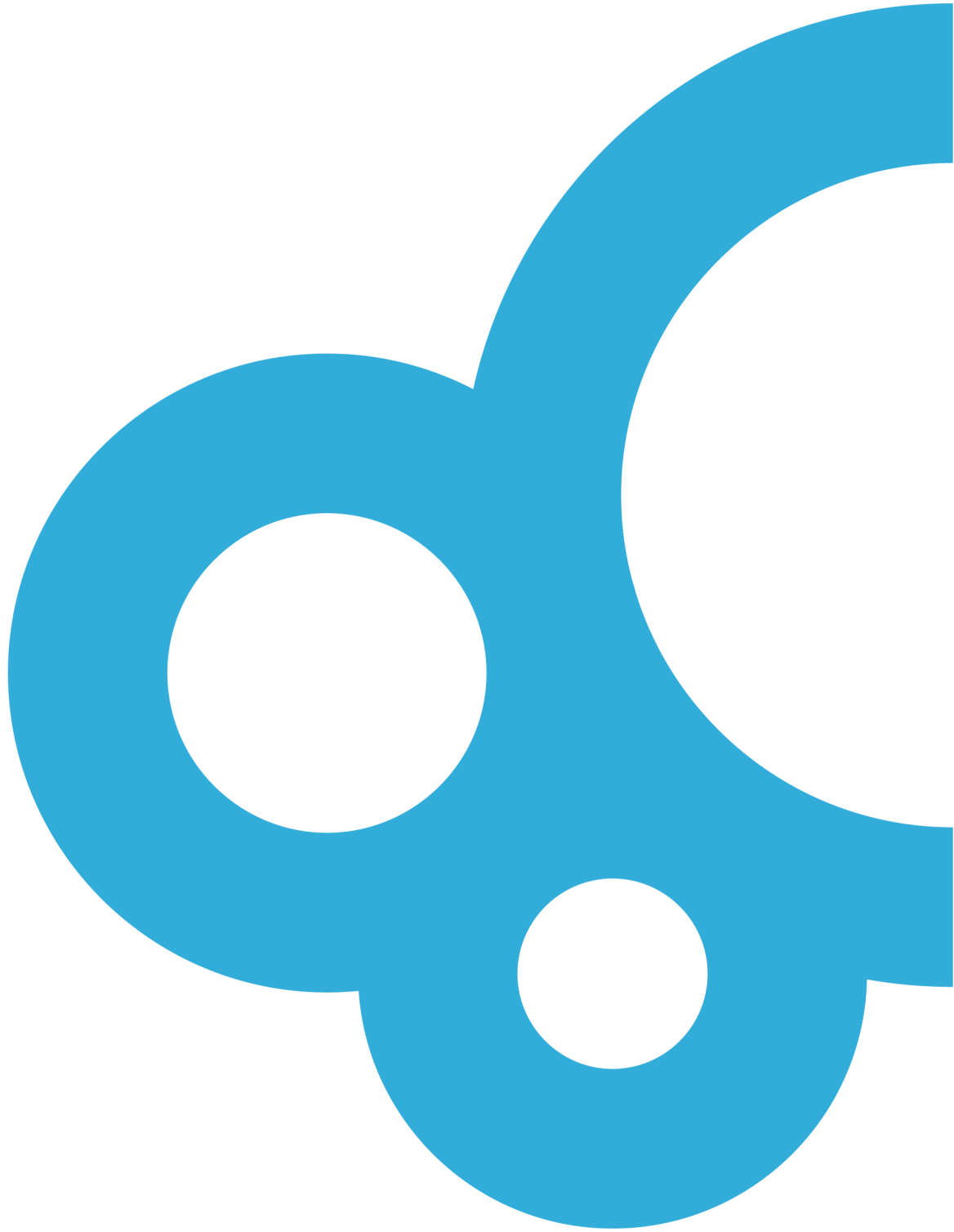




# **Arcus Disabled Facilities Grants**

Pricing

Software



# Pricing

## Introduction

Arcus offers a single SaaS platform with pricing that scales based on usage.

The platform's capabilities are organised into standard "applications" (collections of features and data) which support common working practices. Functionality can also be configured as customer specific "applications" tailored to local ways of working.

All customers purchase a "base environment" that includes all of the hosting, software packages, licences, services, integrations and technical support required to deliver a fully functional system that supports all of the core "internal" cases for which the software is intended.

Additional usage is purchased to reflect the required volumes as driven by each individual customer's scale and working practices.

There are four types of users:

- Standard User
  - Provides access to all end user functionality for the relevant service(s)
  - The large majority of staff will use be classified as Standard Users
  - Also used to provision users for integrations that run in "system" mode, typically batch based (as opposed to running as a logged in user within the context of a specific session)
- Administrator
  - Provides access to all end user functionality for the relevant service(s) AND provides access to system administration functions.
  - Generally used by IT Support staff / System Administrators / Super Users
- Consultee Portal
  - Provides suitably reduced application functionality to allow Consultees (or other external service partners) access to specific cases in the application.
  - Can be purchased on a user by user or pooled number of logins basis.
- Customer Portal
  - Allows an organisation's customers to log into (line of business-specific) "my Account" functionality to process service requests and receive interactive case updates.
  - Can be purchased on a user by user or pooled number of logins basis.

Arcus also offers supplementary features and services, the requirement for which is dependent upon local working practices and pre-existing technology assets.



## Solution Pricing

| Service type                                    | Description                                                                                                                                                                                                                                                                                                                                                                        | Unit Price Per Month | Unit Price Per Annum |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| Base Environment (Org)<br>(per functional line) | Pre-configured Arcus Application each org contains:<br>Line of business Application Software<br>Arcus Shared<br>Arcus Gazetteer<br>2 Administrator User<br>8 Standard User<br>2 Arcus Document Generator<br>Public Register<br>Gazetteer Sync<br>1 Administrator User for Arcus Support<br>1 User for Integration<br>(All above licences include supporting 3rd party technology)* | £1458                | £17490               |
| User pool based on per user per month cost      |                                                                                                                                                                                                                                                                                                                                                                                    |                      |                      |
| Standard User - over base environment           | Tier 1<br>Users 11-30 each                                                                                                                                                                                                                                                                                                                                                         | £111                 | £1330                |
|                                                 | Tier 2<br>Users 31-60 each                                                                                                                                                                                                                                                                                                                                                         | £93                  | £1116                |
|                                                 | Tier 3<br>Users 61-100 each                                                                                                                                                                                                                                                                                                                                                        | £76                  | £910                 |
|                                                 | Tier 4<br>Users 101-150 each                                                                                                                                                                                                                                                                                                                                                       | £64                  | £768                 |
| Administrator User - over base environment      | Tier 1<br>Users 1-5 each                                                                                                                                                                                                                                                                                                                                                           | £134                 | £1618                |
|                                                 | Tier 2<br>Users 6-10 each                                                                                                                                                                                                                                                                                                                                                          | £117                 | £1400                |
|                                                 | Tier 3<br>Users 11-20 each                                                                                                                                                                                                                                                                                                                                                         | £100                 | £1190                |
|                                                 | Tier 4<br>Users 21-30 each                                                                                                                                                                                                                                                                                                                                                         | £88                  | £1050                |
| Consultee / Partner Portal                      |                                                                                                                                                                                                                                                                                                                                                                                    |                      |                      |
|                                                 | Users each                                                                                                                                                                                                                                                                                                                                                                         | £4                   | £45                  |
|                                                 | Logins each                                                                                                                                                                                                                                                                                                                                                                        | £2                   |                      |
| Customer Portal <sup>1**</sup>                  |                                                                                                                                                                                                                                                                                                                                                                                    |                      |                      |
|                                                 | Users each                                                                                                                                                                                                                                                                                                                                                                         | £2                   | £23                  |
|                                                 | Logins each                                                                                                                                                                                                                                                                                                                                                                        | £1                   |                      |

\*Potential customers that believe they already hold licences and/or entitlements for one or more of the third-party technologies that Arcus users should contact us to ensure that they are not “double licensed”.

\*\*Minimum customer portal spend is £4800 per annum (e.g. 6000 logins over the course of the year).



## Supplementary features

| Product                                  | Price basis         | Unit Price |
|------------------------------------------|---------------------|------------|
| Arcus Document Generator                 | Per User Per month  | £23        |
| Arcus PDF Edit                           | Per user Per Month  | £14        |
| 10 gb Additional Salesforce Data Storage | Per "Org" per month | £530       |
| 1 tb Additional Salesforce File Storage  | Per "Org" per month | £742       |

*\*See also Arcus Add-Ons Service*

## Notes to the Pricing

Each "org" is provisioned with 10gb (+20mb per standard user) of Data storage.

Each "org" is provisioned with 10gb (+2gb per standard user) of File storage.

Customers purchasing multiple applications only need to purchase the base environment once and can benefit from the reduced pricing available at higher user numbers.

The above pricing is based upon the complete functionality available within the Arcus application suite and Arcus 'Managed' Support. Discounts may apply for commercially restricted use and/or support based upon a customer specification. Please contact us for further clarification.

Arcus line of business application customers that have licensed the standard forms and My Account features of the Customer Portal may upgrade to full "Arcus Digital Services Hub" to support more complex My Account and or Forms features e.g. integrations to CRM, Booking Systems, non-Arcus line of business applications etc.

Discounts may apply to customers requiring large numbers of users/logins.

The above pricing is based upon a 12-month term. A two year commitment will attract a 10% discount, a 3 year commitment will attract a 15% discount, and a 4 year commitment will attract a 20% discount.

All prices quoted in this document are exclusive of VAT.



## Rate Card

|                           | Strategy & architecture | Business change | Solution development & implementation | Service management | Procurement & management support | Client interface |
|---------------------------|-------------------------|-----------------|---------------------------------------|--------------------|----------------------------------|------------------|
| 1. Follow                 | £650                    | £650            | £650                                  | £650               | £650                             | £650             |
| 2. Assist                 | £800                    | £800            | £800                                  | £800               | £800                             | £800             |
| 3. Apply                  | £950                    | £950            | £950                                  | £950               | £950                             | £950             |
| 4. Enable                 | £1050                   | £1050           | £1050                                 | £1050              | £1050                            | £1050            |
| 5. Ensure                 | £1200                   | £1200           | £1200                                 | £1200              | £1200                            | £1200            |
| 6. Initiate / Influence   | £1400                   | £1400           | £1400                                 | £1400              | £1400                            | £1400            |
| 7. Set Strategy / Inspire | £2000                   | £2000           | £2000                                 | £2000              | £2000                            | £2000            |

## Standards for Consultancy Day Rate Cards

**Consultant's working day:** 7 hours exclusive of travel and lunch

**Working week:** Monday to Friday excluding national holidays

**Working hours:** 9:00am to 5:00pm Monday to Friday

**Travel, mileage & subsistence:** Included in day rate within M25. Payable at cost for standard travel and subsistence rates outside M25

**Professional indemnity insurance:** included in day rate

**Discounts:** may apply for large numbers of consultancy days



# Contact Details

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