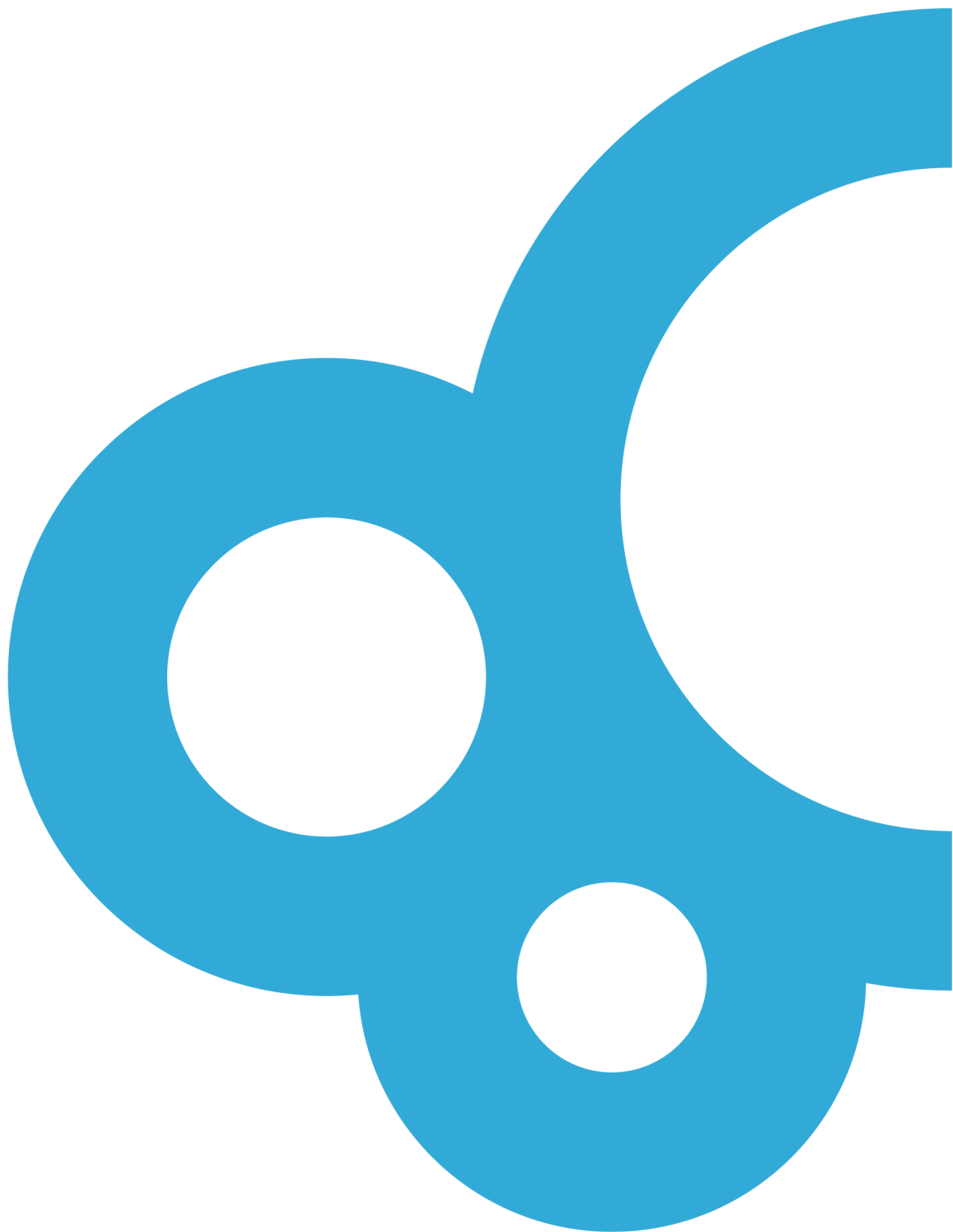




arcus global



Arcus Subscriptions

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.

Licences are purchased to reflect the required volumes as driven by each individual customer's scale and working practices.

There are four types of Arcus user licence:

- Standard User Licence
 - Provides access to all end user functionality for the relevant service(s).
 - The large majority of staff will use a Standard User Licence.
 - 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 User Licence
 - 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.
- Partner Organisation Licence
 - Provides suitably reduced application functionality to allow 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 feature licences, the requirement for which is dependent upon local working practices and pre-existing technology assets.

Users of Arcus Subscriptions will require a suitable Salesforce licence which is expected to include access to the Case object. Arcus is able to supply Salesforce licences if required.



Solution Pricing

Licence type	Description	Unit Price Per Month	Unit Price Per Annum
User licence pool based on per user per month cost			
Standard User Licence - excludes Salesforce licence	Tier 1 Users 1-30 each	£87	£1044
	Tier 2 Users 31-60 each	£70	£840
	Tier 3 Users 61-100 each	£52	£624
	Tier 4 Users 101-150 each	£41	£490
Administrator User Licence - excludes Salesforce licence	Tier 1 Users 1-5 each	£111	£1330
	Tier 2 Users 6-10 each	£92	£1116
	Tier 3 Users 11-20 each	£76	£910
	Tier 1 Users 21-30 each	£64	£768
Partner Portal**			
Excludes Salesforce licence	Users each	£70	£840
Customer Portal***			
Excludes Salesforce licence	Users each	£0.93	£11.16
	Logins each	£0.47	

* Minimum of 10 standard users

**Minimum partner portal spends £5,500 per annum

*** Minimum customer portal spends £5,500 per annum



Notes to the Pricing

The above pricing is based upon the complete functionality available within the Arcus Subscriptions 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. Multi-year contracts may attract further discounts.

Discounts are available for multi-year payments made in advance.

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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