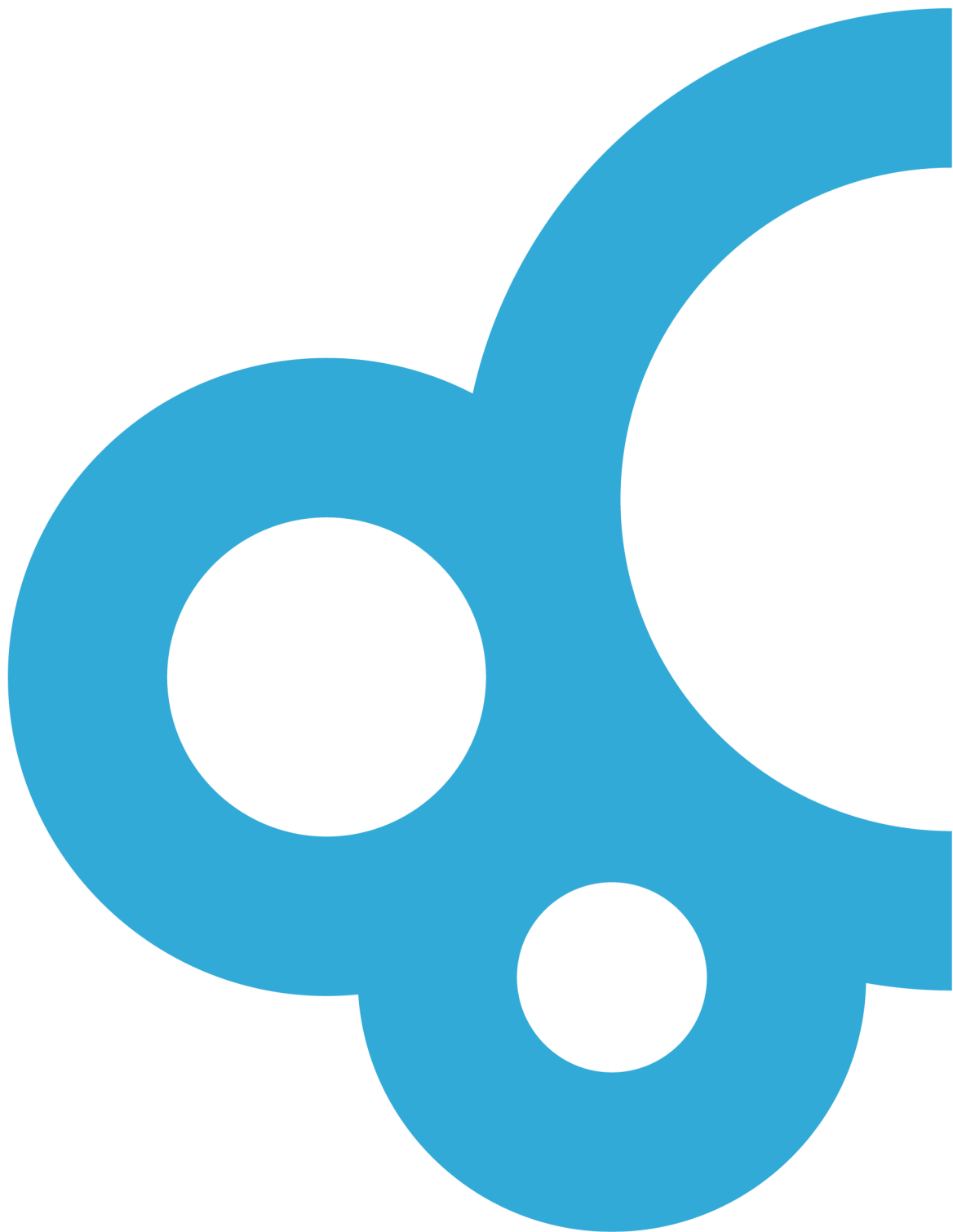




arcus global



Arcus Digital Service Hub – My Account

Pricing



Software

Pricing

Introduction

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

The Arcus Digital Services Hub is a comprehensive form building, my account and transactional integration technology designed to amplify and accelerate the impact of investments in the Salesforce “Experience Cloud”.

It has been designed to meet the needs of the UK Public Sector including alignment with the Gov.UK Design System and GDS standards.

Salesforce licences are not included in the pricing in this document. Arcus is able to package in the Salesforce licences for those customers that have yet to make their first Salesforce investment.

“Cases” raised through the Digital Services Hub can be managed through the (separately licensed) CRM and/or integrated line of business applications.

Arcus business application customers

Arcus offers a line of business customers a restricted version of Digital Services Hub technology focused on the standard requirements of the relevant service areas.

Customers can seamlessly upgrade to the 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.



Solution Pricing

Local government

Product Description All costs are per annum	Number of properties			
	0 to 35,000 Council Tax Properties	35,001 to 70,000 Council Tax Properties	70,001 to 105, 000 Council Tax Properties	105, 001 - 150,000 Council Tax Properties & County Councils
Digital Services Hub for Citizen & Business Engagement Portal	£34,980	£46,640	£57,240	£67,840
Digital Services Hub for Officers & Elected Members	£5,830	£11,660	£17,490	£23,320
Digital Services Hub for Business Partners & External Stakeholders	£5,830	£11,660	£17,490	£23,320
Cost per 3rd Party integrated application	£1,749	£2,332	£2,915	£3,498

Other public sector organisations

Product Description All costs are per month	Number of monthly community logins provisioned in org		
	Up to 5,000	5,001 to 20,000	20,001-40,000
Base monthly charge	£1,166		
Per login supplement	£0.17	£0.12	£0.10

Once the customer application environment (org) is set up and Salesforce community licences are provisioned, Arcus pricing for the Digital Services Hub toolkit is determined by the number of community licences that are provisioned in the org. For example, if you have provisioned 20,000 customer community login licences this is what would determine the cost of this service in your org as the toolkit extends the capability of these licences.



Notes to the Pricing

The above pricing is based upon the complete functionality available within the Arcus DSH 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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