



Advanced Case Management

PRICING DOCUMENT

Version: 3.0
Date: 30/01/2026



Standard Subscription

Advanced Case Management (ACM) is provided on the following standard terms:

- Minimum ACM Express License purchase: 5 Named Users
- Minimum ACM Advanced & Professional purchase: 10 Named Users
- Minimum Service Subscription period: 3 Months
- Service Subscription Termination period: 3 Months
- Unless specifically stated, pricing is based on named users per month
- A setup fee may apply
- Professional services will be provided at rate card rates (please see included Rate Card)
- All pricing is subject to VAT

ACM				ACM SIDEBAR
Users	Express	Advanced	Professional	
5	£45.45			£16.78
6-10	£40.08	£59.75	£67.14	£15.74
11-25	£31.81	£47.80	£53.71	£11.25
26-50		£38.24	£42.97	£7.58
51-100		£30.59	£34.38	£4.77
101-300		£24.48	£27.50	£4.04
301-500		£19.58	£22.00	£3.50
501-1000		£16.64	£18.70	£2.46
1001-2000		£14.15	£15.90	£2.07

ACM is an advanced and feature-rich 'low-code, high-configuration' case management platform.

ACM Sidebar is a client which provides powerful and easy to use email and office integration e.g. allowing drag and drop of emails directly onto cases.

ACM Express is a CotS solution for small user environments, designed to run out-of-the-box, with minimal configuration.

ACM UMA Express cannot be purchased where the optional modules 'Self Service and Stakeholder Portal Module' or Rules and 'Process Automation Module' are required. These modules are only available with ACM Enhanced or ACM Professional.

ACM Professional differs from ACM Advanced in that it includes the ACM Sidebar. ACM Sidebar can be purchased with ACM Express and ACM Advanced.

Advanced Fraud Investigation & Prevention Case Management (AFIP)

Cloud Software pricing for the Service Definition 'AFIP' is provided on the following standard terms:

- Pricing is based on named users per month
- Minimum AFIP SaaS License purchase: **10 named users**
- Minimum Service Subscription period: **3 Months**
- Service Subscription Termination period: **3 Months**
- All pricing is subject to VAT

USERS	AFIP
1-10	£156.06
11-25	£124.85
26-50	£99.88
51-100	£69.92
101-300	£48.94
301-500	£34.26

Includes:

- ACM Platform
- Referrals and Investigation process patterns
- ACM Sidebar
- BPM Module for up to 10,000 cases per year

Advanced Grant Management (AGM)

Cloud Software pricing for the Service Definition 'AGM' is provided on the following standard terms:

Pricing is based on named users per month

- Minimum AFIP SaaS License purchase: **10 named users**
- Minimum Service Subscription period: **3 Months**
- Service Subscription Termination period: **3 Months**
- All pricing is subject to VAT

USERS	AGM
1-10	£89.00
11-25	£71.20
26-50	£56.96
51-100	£45.57
101-300	£36.45
301-500	£29.16

Includes:

- ACM Platform
- Grant Management Module
- ACM Sidebar
- BPM Module for up to 10,000 cases per year

Regulatory Case Management (RCM)

Cloud Software pricing for the Service Definition 'RCM' is provided on the following standard terms:

Cloud Software pricing for the Service Definition 'AIM' is provided on the following standard terms:

- Minimum AFIP SaaS License purchase: **10 named users**
- Minimum Service Subscription period: **3 Months**
- Service Subscription Termination period: **3 Months**
- All pricing is subject to VAT

USERS	AIM
1-10	£97.00
11-25	£77.60
26-50	£62.08
51-100	£49.66
101-300	£39.73
301-500	£31.78

Includes:

- ACM Platform
- Inspection Planning Optimisation

ANNUAL CASES VOL.	AIM Price per month
1,000	£119.00
5,000	£504.00
10,000	£888.00
30,000	£2,486.00
50,000	£3,848.00
100,000	£6,511.00
200,000	£11,838.00

Optional Modules

Cloud Software pricing for optional modules that can be used in conjunction with the ACM, AFIP, AGM and RCM Cloud Software Services. Unless the module is stated as included in the pricing above, the use of the modules will be subject to the cost listed below.

The pricing is provided on the following standard terms:

- Minimum Service Subscription period: **3 Months**
- Service Subscription Termination period: **3 Months**
- All pricing is subject to VAT

ANNUAL CASES	SELF SERVICE & STAKEHOLDER PORTAL (Price per month)
1,000	£627.30
2,500	£879.75
5,000	£1,275.00
10,000	£1,937.15
30,000	£4,080.00

ANNUAL CASES	RULES & PROCESS AUTOMATION MODULE (Price per month)
1,000	£119.00
5,000	£504.00
10,000	£888.00
30,000	£2,486.00
50,000	£3,848.00
100,000	£6,511.00
200,000	£11,838.00

ANNUAL CASES	ADVANCED CLIENT API ACCESS (Price per month)
1,000	£533.21
2,500	£747.79
5,000	£1,083.75
10,000	£1,646.58
30,000	£3,468.00

Onboarding packages pricing

	ESSENTIAL	PRO	ENTERPRISE
Price (one-off)	£5,546	£47,758	£105,472
Initial configuration			
Basic end to end case process configuration	Included	Included	Included
Advanced case process configuration guidance and discovery		Included	Included
Process specific report configurations			Included
Implementation and go-live support			
Go-live support	Included	Included	Included
Migration support			
Migration verification and execution		Included	Included
Migration mapping and transformation support			Included
Training and documentation			
Documentation and training material access	Included	Included	Included
Train the trainer, super user and admin		Included	Included
Knowledge base			Included

License pricing

The pricing is based on volumes. The cost is calculated by selecting the required number of users.

GoPro Case Management App		
NUMBER OF USERS		FEE PER USER PER MONTH
10		£67
11	24	£54
25	29	£43
50	99	£34
100	299	£29
300	499	£25
500	999	£22
1000		£20

Optional modules

Following modules can be added to the systems. The Self Service Portal allows external parties to start case processes, track their progress, and interact with the authority and other stakeholders involved in these submissions.

GoPro Self Service Portal	
UNIQUE SUBMISSIONS PER ANNUM	PRICE PER MONTH
Up to 1000	£673
Up to 2500	£808
Up to 5000	£1,034
Up to 10000	£1,489
Up to 30000	£2,263
Up to 50000	£3,439
More than 50000	£5,503

The client access API is relevant when you plan to use external systems to create cases in our systems using the system API.

Client Access API	
UNIQUE SUBMISSIONS PER ANNUM	PRICE PER MONTH
Up to 1000	£673
Up to 2500	£808
Up to 5000	£1,034
Up to 10000	£1,489
Up to 30000	£2,263
Up to 50000	£3,439
More than 50000	£5,503

AI agents interact with our systems as authenticated users. Depending on the type of agent, they count as 2 or more users from a licensing perspective.

Agent Users	
AGENT TYPE	RATIO AGENT TO USER LICENSE
Assist (suggests clarifications, drafts text, no authoritative writes)	1:2
Operator (can execute writes/workflow transitions but with approval gates)	1:5
Autonomous agent (can register, schedule, create/ update records with only end stage approvals)	1:8

The following conditions apply to the license:

- Minimum SaaS License purchase is 10 named users
- Minimum Service Subscription period is 3 months
- Service Subscription Termination period is 3 months
- AI services that use Azure AI Service will be invoiced based on the actual spend. This approach is taken for AI services as are developing and improving rapidly and new commercial models are arising and new open-source models being announced. Further this supports use of buyer's own AI services.

Private cloud hosting and operations

	ESSENTIAL	PRO	ENTERPRISE
Price per annum	£8,749	£32,770	£75,850
Capacity			
Data / file size maximum	100 GB	500 GB	1 TB
Suitable for case worker users up to	10	50	200
Non-functional requirements			
Cyber Essentials Compliance	Included	Included	Included
Sandbox Environment		Included	Included
Availability	98% working hours with monthly service windows	99% extended working hours with monthly service windows	99.9% extended working hours with annual service windows
RTO / RPO	8 hours / 48 hours	5 hours / 24 hours	4 hours / 24 hours
Service			
Monthly performance and availability report	Included	Included	Included
Availability and security monitoring	Included	Included	Included
High availability and security monitoring			Included
Online service desk	Included	Included	Included
Weekly service calls		Included	Included
Additions			
Additional 50 GB per annum	£44	£44	£44

Our Day Rates

	ASSOCIATED ROLES	DAY RATE
1	Trainee Developer, Trainee Analyst, Trainee Front-End Developer, Trainee Tester, Trainee Designer, Trainee Infrastructure Engineer	£465
2	Junior Developer, Junior Analyst, Junior Front-End Developer, Junior Tester, Junior Designer, Junior Infrastructure Engineer	£735
3	Developer, Analyst, Designer, Front-End Developer, Tester, Infrastructure Engineer, Junior Project Manager	£990
4	Senior Developer, Senior Analyst, Senior Infrastructure Engineer, Senior Tester, Senior Front-End Developer, Project Manager	£1,125
5	Solution Architect, Lead Developer, Lead Designer, Lead Content Designer, Lead Analyst, Senior Project Manager	£1,305
6	Programme Manager, Senior Solution Architect	£1,485
7	Consultant, Director	£1,635

Standards for Consultancy Day Rate Cards

Consultant's working day	7.5 hours exclusive of travel and lunch
Working week	Monday to Friday excluding national holidays
Office hours	9:00am to 5:00pm Monday to Friday
Travel, mileage and subsistence	Payable at standard travel and subsistence rates
Mileage	Payable at standard travel and subsistence rates
Professional indemnity insurance	Included in day rate