



Reimagining case management



The correspondence case management service that
the UK public sector relies on

Pricing Document

Contents

Pricing	3
eCase Service Model Pricing	3
eCase Public Services Pricing	5
eCase Capture Pricing	5
Secure Share Pricing	6
eCase Assist Pricing.....	7
eCase Respond Pricing.....	9
eCase Business Intelligence API Pricing	11
Multi-year Savings Options	12
Enhanced Configuration Support Services.....	13
Additional Storage	13
eCase Enhanced Configuration Services	14
Training	15
Contact Us.....	16
Company Information.....	16

Pricing

All prices quoted are exclusive of VAT which will be added at the prevailing rate.

eCase Service Model Pricing

Table 1 details the costs associated with each of eCase's four service models, by case volume size.

Table 1. Annual Service Model Pricing Matrix

Case Volume	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
2000	£13,584	£21,264	£27,696	£38,304
3500	£23,772	£37,212	£43,644	£62,832
5000	£32,268	£50,496	£58,272	£84,120
7500	£45,972	£71,964	£83,436	£118,260
10000	£58,236	£91,152	£104,316	£147,780
12500	£69,156	£108,240	£121,404	£173,304
15000	£74,688	£116,904	£136,356	£192,780
20000	£89,628	£140,280	£159,732	£228,228
25000	£100,824	£157,812	£180,624	£258,516
37500		£213,048	£248,436	£354,756
50000		£248,556	£287,316	£413,556
75000		£326,232	£370,836	£539,892
100000		£380,604	£448,752	£649,848
125000		£416,280	£496,140	£721,284
150000		£449,592	£532,800	£781,176
175000		£472,068	£566,988	£833,556
200000		£512,532	£624,264	£916,884
250000		£575,160	£717,900	£1,006,596
300000		£637,776	£780,516	£1,066,080
350000		£700,404	£843,144	£1,125,576
400000		£763,032	£905,772	£1,185,072
450000		£825,648	£968,388	£1,244,568
500000		£888,276	£1,031,016	£1,304,052
Bolt-on case volume pack				
5000	Not available	£24,960	£39,600	£39,600

Based on a trailing 12-month basis or extrapolated in the first 12 months.

Table 2. Annual Single Tenancy Fee Pricing Matrix

Case Volume	Single Tenant Fee
2000	Not Available
3500	
5000	
7500	
10000	
12500	
15000	
20000	From £43,704 to £224,352
25000	
37500	
50000	
75000	
100000	
125000	
150000	
175000	
200000	
250000	
300000	
350000	
400000	
450000	
500000	

Available for eCase Advanced and eCase Premium only

eCase Additional Features

eCase Capture Pricing

eCase Capture increases the efficiency of triaging and case creation by removing the manual steps required for logging and allocation of new cases. It provides a comprehensive set of case-type-specific webforms that are fully integrated with eCase and work in combination with eCase Capture's automation engine to save valuable time and effort. By automating these tasks, case processing becomes more efficient and less error-prone, with data captured in a more structured and consistent way.

In addition, correspondents benefit from a faster and more intuitive submission process. Using eCase Capture provides a significantly better user experience and saves time compared with submitting requests by email or letter.

Table 3. eCase Capture Annual Subscription Pricing Matrix

Case Volumes	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
2000	Not Available	£1,500	Included with eCase Advanced	Included with eCase Premium
3500		£1,500		
5000		£1,500		
7500		£3,000		
10000		£3,000		
12500		£3,000		
15000		£6,000		
20000		£6,000		
25000		£6,000		
37500		£12,000		
50000		£12,000		
75000		£18,000		
100000		£18,000		
125000		£30,000		
150000		£30,000		
175000		£42,000		
200000		£42,000		
250000		£60,000		
300000		£60,000		
350000		£60,000		
400000		£60,000		
450000		£60,000		
500000		£60,000		

Secure Share Pricing

Secure Share enables sensitive information to be securely and digitally sent to requesters, so eliminating the need to print and securely post or courier responses, which in turn delivers significant cashable savings. In addition, Secure Share can both set information access expiry dates and revoke access to information sent out in error. It also has a comprehensive audit log to see if information has been accessed and when. Combining these features makes Secure Share securer than using email and more cost effective than most secure email products.

Table 4. eCase Secure Share Annual Bundle Subscription Pricing Matrix

Case Volumes	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
2000	Not Available	£1,500	Included with eCase Advanced	Included with eCase Premium
3500		£1,500		
5000		£2,880		
7500		£5,172		
10000		£6,900		
12500		£6,900		
15000		£10,356		
20000		£10,356		
25000		£13,800		
37500		£20,700		
50000		£24,156		
75000		£24,156		
100000		£48,300		
125000		£48,300		
150000		£51,756		
175000		£51,756		
200000		£69,000		
250000		£82,800		
300000		£82,800		
350000		£82,800		
400000		£82,800		
450000		£82,800		
500000		£82,800		

eCase Assist Pricing

Table 5. eCase Assist Annual Bundle Subscription Pricing Matrix

Case Volumes	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
2000	Not Available	£6,384	£6,384	Included in eCase Premium
5000		£11,160	£11,160	
7500		£15,144	£15,144	
10000		£21,588	£21,588	
15000		£27,348	£27,348	
25000		£32,472	£32,472	
37500		£35,076	£35,076	
50000		£42,084	£42,084	
100000		£47,340	£47,340	
150000		£63,996	£63,996	
200000		£74,568	£74,568	
250000		£97,872	£97,872	
300000		£114,180	£114,180	
350000		£124,884	£124,884	
400000		£134,880	£134,880	
450000		£141,624	£141,624	
500000		£153,756	£153,756	

eCase Assist operates using various AI tools which require analysis of source information. The measure of volume in these operations is tokens (fragments of information). Column 2 is the number of included tokens, based on assumptions of normal usage. Columns 3 and 4 show the increased number of available tokens along with the additional fee payable to cater for this increased volume. Columns 5 and 6 show a further increased number of available tokens along with the additional fee payable to cater for this increased volume. The final column shows the ad-hoc cost of exceeding any inclusive number of tokens.

Table 6. eCase Assist Annual Bundle Token Pricing Matrix

Case Volumes	Number of Tokens included – no additional fee	Increased Tokens – Level 1	Level 1 Fee	Increased Tokens – Level 2	Level 2 Fee	Overage (Per 1m tokens)
2000	63,000,000	126,000,000	£936	252,000,000	£1,860	£9.86
3500	110,250,000	220,500,000	£1,638	441,000,000	£3,264	£9.86
5000	157,500,000	315,000,000	£2,322	630,000,000	£4,656	£9.86
7500	236,250,000	472,500,000	£3,492	945,000,000	£6,984	£9.86
10000	315,000,000	630,000,000	£4,662	1,260,000,000	£9,312	£9.86
12500	393,750,000	787,500,000	£5,814	1,575,000,000	£11,640	£9.86
15000	472,500,000	945,000,000	£7,002	1,890,000,000	£13,980	£9.86
20000	630,000,000	1,260,000,000	£9,306	2,520,000,000	£18,624	£9.86
25000	787,500,000	1,575,000,000	£11,646	3,150,000,000	£23,280	£9.86
37500	1,181,250,000	2,362,500,000	£17,460	4,725,000,000	£34,920	£9.86
50000	1,575,000,000	3,150,000,000	£23,292	6,300,000,000	£46,584	£9.86
75000	2,362,500,000	4,725,000,000	£34,920	9,450,000,000	£69,852	£9.86
100000	3,150,000,000	6,300,000,000	£46,584	12,600,000,000	£93,156	£9.86
125000	3,937,500,000	7,875,000,000	£58,212	15,750,000,000	£116,436	£9.86
150000	4,725,000,000	9,450,000,000	£69,876	18,900,000,000	£139,728	£9.86
175000	5,512,500,000	11,025,000,000	£81,504	22,050,000,000	£163,008	£9.86
200000	6,300,000,000	12,600,000,000	£93,150	25,200,000,000	£186,300	£9.86
250000	6,300,000,000	12,600,000,000	£116,437	25,200,000,000	£232,875	£9.86
300000	6,300,000,000	12,600,000,000	£139,725	25,200,000,000	£279,450	£9.86
350000	6,300,000,000	12,600,000,000	£163,012	25,200,000,000	£326,025	£9.86
400000	6,300,000,000	12,600,000,000	£186,300	25,200,000,000	£372,600	£9.86
450000	6,300,000,000	12,600,000,000	£209,587	25,200,000,000	£419,175	£9.86
500000	6,300,000,000	12,600,000,000	£232,875	25,200,000,000	£465,750	£9.86

eCase Respond Pricing

Table 7. eCase Respond Annual Bundle Subscription Pricing Matrix

Case Volumes	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
2000	Not available	£6,576	£6,576	Included with eCase Premium
3500		£10,608	£10,608	
5000		£12,864	£12,864	
7500		£18,456	£18,456	
10000		£23,568	£23,568	
12500		£28,212	£28,212	
15000		£31,008	£31,008	
20000		£37,920	£37,920	
25000		£43,560	£43,560	
37500		£60,168	£60,168	
50000		£72,444	£72,444	
75000		£98,448	£98,448	
100000		£119,364	£119,364	
125000		£136,176	£136,176	
150000		£152,472	£152,472	
175000		£166,392	£166,392	
200000		£184,260	£184,260	
250000		£184,260	£184,260	
300000		£184,260	£184,260	
350000		£184,260	£184,260	
400000		£184,260	£184,260	
450000		£184,260	£184,260	
500000		£184,260	£184,260	

eCase Respond operates using various AI tools which require analysis of source information. The measure of volume in these operations is tokens (fragments of information). The middle column is the number of included tokens, based on assumptions of normal usage.

Table 8. eCase Respond Annual Bundle Token Pricing Matrix

Case Volumes	Tokens Included	Overage (Per 1m tokens)
2000	21,000,000	£9.86
3500	36,750,000	£9.86
5000	52,500,000	£9.86
7500	78,750,000	£9.86
10000	105,000,000	£9.86
12500	131,250,000	£9.86
15000	157,500,000	£9.86
20000	210,000,000	£9.86
25000	262,500,000	£9.86
37500	393,750,000	£9.86
50000	525,000,000	£9.86
75000	787,500,000	£9.86
100000	1,050,000,000	£9.86
125000	1,312,500,000	£9.86
150000	1,575,000,000	£9.86
175000	1,837,500,000	£9.86
200000	2,100,000,000	£9.86
250000	2,100,000,000	£9.86
300000	2,100,000,000	£9.86
350000	2,100,000,000	£9.86
400000	2,100,000,000	£9.86
450000	2,100,000,000	£9.86
500000	2,100,000,000	£9.86

eCase Business Intelligence API Pricing

Table 9. eCase Business Intelligence API Annual Subscription Pricing Matrix

Case Volumes	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
2000	Not available	£3,600	Included with eCase Advanced	Included with eCase Premium
3500		£3,600		
5000		£3,600		
7500		£3,600		
10000		£3,600		
12500		£3,600		
15000		£3,600		
20000		£3,600		
25000		£3,600		
37500		£3,600		
50000		£3,600		
75000		£3,600		
100000		£3,600		
125000		£3,600		
150000		£3,600		
175000		£3,600		
200000		£3,600		
250000		£3,600		
300000		£3,600		
350000		£3,600		
400000		£3,600		
450000		£3,600		
500000		£3,600		

Multi-year Savings Options

Table 10. eCase Multi-year Subscription Savings Pricing Matrix

Contract Length	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
3 Years	Not Available	Not Available	2%	4%
4 Years	Not Available	Not Available	4%	8%

The multi-year discount will be applied where an agreement is entered into for 3 or 4 year term, should the option to terminate be actioned during the agreed term the difference between the full subscription price for the period of usage and the discounted amounts charged to the termination date will be invoiced to the customer.

Enhanced Configuration Support Services

If special configuration is needed to an eCase environment, customers may need additional support to ensure the changes are maintained and regression tested against future versions and upgrades of eCase. We will maintain a dedicated system test environment with your configuration options installed and will run release tests against it.

Not all configuration work will require enhanced configuration support. When scoping out your configuration work we will identify and agree any additional support costs with you before committing to the work.

The amount of annual support needed will depend on the complexity of the configuration and size of installation. Therefore, each enhanced configuration support service will be costed individually.

Additional Storage

Each subscription size has its own storage capacity. Extra storage can be purchased, if required, at the rate detailed in the Table 11.

Table 11. eCase Service Model Storage Allowance in Gigabytes and Additional Annual Storage Costs

Storage Allowance per Case Volume	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
2000	10	20	50	100
5000	10	20	125	250
7500	10	50	200	375
10000	25	100	250	500
12500	25	125	250	500
15000	25	150	250	500
20000	25	200	250	500
25000	25	200	250	500
37500	Not Available	500	500	1000
50000		500	500	1000
75000		1000	1250	2500
100000		1000	1250	2500
125000		1500	1500	3000
150000		1500	1500	3000
175000		2000	2500	5000
200000		2000	2500	5000
250000		2500	5000	10000
300000		Not Available	5000	10000
350000			6250	12500
400000			6250	12500
450000			7500	15000
500000			7500	15000
Annual Extra Storage Costs				
10GB	£50	£30	£30	£30

eCase Enhanced Configuration Services

Should any enhanced configuration services be required to a customer's eCase environment, this will be completed on a time and materials basis¹ (see Table 12 for Fivium's developer day rate card).

Table 12. Developer Day Rate Card

Grade	Enhanced Configuration Services Day Rate
Developer	£750
Junior Consultant	£875
Consultant	£1050
Senior Consultant	£1,150
Lead Consultant	£1,250
Principal Consultant	£1,450
Managing Consultant	£1,600

¹Based on a 8- hour working day between Monday to Friday (excluding national holidays). Travel, mileage and subsistence included within day rate inside of the M25. Payable at department's standard T&S rates outside M25

Training

The successful introduction of any new system into an organisation generally requires training, therefore Fivium recommend that new customers undertake a minimum of 3-4 days (depending on the complexity) of 'Train the Trainer' training (per case type) which includes Superuser training. Training rates are detailed in Table 13.

Table 13. Training Services Rates²

Number of Attendees per Session	Full Day	Half Day
Up to 3	£1,320	£858
4	£1,650	£1,073
5	£1,980	£1,287
6	£2,310	£1,502
7	£2,530	£1,645
8	£2,750	£1,788
Per Attendee over 8	£300	£250

"For me, there are many useful functions that I've been able to adopt from the training. One example is using eCase emails to send out disclosure documents and expanding our use of the redaction functionality, along with the ease of reporting that gives us. Overall, there have been lots of small and simple time savings and all of these all add up."

Anabel Raszpla, Senior Information Rights Manager, UKRI

² Based on a 4-hour half day or 8-hour working day between Monday to Friday (excluding national holidays). Travel, mileage and subsistence included within day rate inside the M25. Payable at department's standard T&S rates outside M25

Contact Us

For further information about eCase, please contact our enquiries team, using the details below, or visit ecase.co.uk

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Company Registration Number	05775733
Email Address	enquiries@fivium.co.uk
Website	www.fivium.co.uk

Fivium also deliver a wide range of digital applications services, so ask us about this too.

"eCase has been a godsend. It's been a lot easier to see the whole process from start to finish. It is like having another member of the team; with it, we are now able to spend more time doing higher-value work (such as redacting large and complex document sets) rather than worrying about the basic processes".

Charlotte Spencer, Senior Information Governance Officer, North Lincolnshire Council