

Pricing for Colligo

All prices quotes are in Pound Sterling GBP and exclude VAT and expenses.

Discretionary discounts may be published via the G-Cloud from time-to-time and reflected in this document.

Up to 100 users pay per user per month.

From 101 users onward banded pricing applies (figure displayed as annual charge).

Colligo Standard:

Email Manager Only (MS Outlook Integration)

	Contract Start Date in 2026	Contract Start Date in 2027	Contract Start Date in 2028	Contract Start Date in 2029	Contract Start Date in 2030
1-100	5.50 PUPM	5.78 PUPM	6.06 PUPM	6.37 PUPM	6.69 PUPM
101-250	13,750	14,438	15,159	15,917	16,713
251-500	18,000	18,900	19,845	20,837	21,879
500-1000	34,000	35,700	37,485	39,359	41,327
1000-2500	39,000	40,950	42,998	45,147	47,405
2500-5000	56,000	58,800	61,740	64,827	68,068
5000-10,000	79,000	82,950	87,098	91,452	96,025
10,000-20,000	94,000	98,700	103,635	108,817	114,258
20,000-30,000	145,000	152,250	159,863	167,856	176,248

Colligo Premium:

Email Manager (MS Outlook Integration)

+ Content Manager (MS Teams Integration), Office Connect (MS Office Integration) & Bulk Copy / Automatic Email Filing

	Contract Start Date in 2026	Contract Start Date in 2027	Contract Start Date in 2028	Contract Start Date in 2029	Contract Start Date in 2030
1-100	10.00 PUPM	10.50 PUPM	11.03 PUPM	11.58 PUPM	12.16 PUPM
101-250	21,250	22,313	23,428	24,600	25,830
251-500	29,998	31,498	33,073	34,726	36,463
500-1000	42,100	44,205	46,415	48,736	51,173
1000-2500	58,200	61,110	64,166	67,374	70,742
2500-5000	84,600	88,830	93,272	97,935	102,832
5000-10,000	99,998	104,998	110,248	115,760	121,548
10,000-20,000	125,998	132,298	138,913	145,858	153,151
20,000-30,000	149,998	157,498	165,373	173,641	182,324

Colligo Premium Plus:

Email Manager (MS Outlook Integration), Content Manager (MS Teams Integration), Office Connect (MS Office Integration) & Bulk Copy / Automatic Email Filing

+ Meta Data Enrich

	Contract Start Date in 2026	Contract Start Date in 2027	Contract Start Date in 2028	Contract Start Date in 2029	Contract Start Date in 2030
1-100	3000 Platform Fee + 13.00 PUPM	3000 Platform Fee + 13.65 PUPM	3000 Platform Fee + 14.33 PUPM	3000 Platform Fee + 15.05 PUPM	3000 Platform Fee + 15.80 PUPM
101-250	32,175	33,784	35,473	37,247	39,109
251-500	41,798	43,888	46,082	48,386	50,806
500-1000	55,110	57,866	60,759	63,797	66,987
1000-2500	72,820	76,461	80,284	84,298	88,513
2500-5000	101,860	106,953	112,301	117,916	123,811
5000-10,000	118,798	124,738	130,975	137,524	144,400
10,000-20,000	147,398	154,768	162,506	170,632	179,163
20,000-30,000	173,798	182,488	191,612	201,193	211,253

Consultancy / Implementation Services

Implementation services required will depend on size and scope of requirements. Day rate will depend on number of days and skill level of individuals required. Please see our SFIA rate card.

Bulk Copy / Automatic Email Filing

Automate the filing of emails and their attachments from Outlook to SharePoint / Teams / OneDrive / Hubsites.

There is a new way to reduce the administrative burden of manually filing emails, through an optional feature called “Bulk Copy”.

Bulk Copy allows you to schedule the automatic filing of emails from a folder in your mailbox (or a shared mailbox) to a specific location in SharePoint.

For example, you may have a folder in Outlook for all correspondence related to a specific Matter.

With Bulk Copy we can set up a schedule, once a day at a time you decided, to go and retrieve all unfiled emails from that folder and automatically file them to SharePoint, with any automatic metadata or metadata you specify applied.

Colligo’s bulk filing tool enables you to save (copy or move) batches of emails from folders all at one time, with the tool being able to tag your emails and attachments with metadata or labels. You can also schedule your filing on a manual or automated basis, allowing you for example to work throughout the day and set to automatically copy after working hours (such as weekends, Annual Leave, Office Closing hours) If you choose to automate things, then you can select daily, weekly, or monthly increments.

- **Save time, drive efficiency, reduce the administrative burden** – Staff can save hundreds of hours per year filing emails to SharePoint. Your team can also quickly and easily find emails, as they are tagged with metadata or labels in your central storage repository, SharePoint Online.
- **Less Clicking** – By clicking less, users are likely to be more productive in their work.
- **Improved Adoption** – Because Colligo becomes easier to use, with less work needed from the end user, users are more likely to use it.
- **One and Done** – Users simply need to create a single folder for each Matter they’re working on. Once created, they will need to drag and drop each related e-mail into the folder. Once this is done, Colligo will automatically file emails on their behalf.
- **Increase Compliance** – Your organisation can more easily stay compliant with industry, governing or regulatory policies as content is centrally stored and controlled and not “hidden away” in user mailboxes (who may have left or be away and uncontactable).

Service & Support Management Details

We have come to understand that some clients are happy to operate without much input from us as a supplier, and others would like us as a supplier to be more involved in assisting with the adoption and continued improvements to be found with using an app like Colligo. For that reason, we provide two support options.

Standard Support provides you the ability to log bugs or errors directly through Colligo's online customer portal and/or refer to their online knowledgebase and community pages for help and information. I.e., you would go directly to Colligo for support and no support or services would be provided directly by Tricostar beyond the initial implementation services and a settling in period of 1 month from go-live.

Premium Support provides all the above plus direct access to Tricostar for troubleshooting support issues on your behalf.

Direct access to our support desk is provided via the support portal and email for instant acceptance of support issues. In addition, all customers are provided with access to their unique e-learning centre which contains all documentation and implementation specific training videos for continued refresher training or onboarding of new starters. Your client development manager will also work with you to continuously advise on best practice, new features and help with improving utilisation and adoption in all areas of the application.

Included is a formal annual health check to ensure you're making the most of the Colligo add-ins and are receiving maximum efficiency from them.

	Standard	Premium ¹
Colligo Customer Support Portal & Knowledge Base Access	✓	✓
E-learning Centre	✓	✓
Initial Response Guidelines for Support Cases	Emergency - up to 12hrs High – In priority order Medium - In priority order Low - In priority order	Emergency - up to 1hr High - up to 2hrs Medium - up to 4hrs Low - up to 1 business day
Tricostar Extended Support	-	✓
Annual Health Check	-	✓

¹ Optional - See charges below.

Premium Support (Optional)

Standard support is included in the Annual License Fee. For those who opt for Premium support, the below charges are added in addition to the Annual License Fee as a percentage of the annual fee.

	Annual Fee Percentage
Up to 100 Users	23%
101-250	23%
251-500	23%
500-1000	22%
1000-2500	21%
2500-5000	16%
5000-10,000	15%
10,000-20,000	13%
20,000-30,000	13%

Implementation and Consultancy Services (Ancillary Services)

The number of implementation service days required will depend on size and scope of requirements.

Rates outlined are per person, per day.

User Band:	Project Management	Implementation, or Any Other Consultancy Services	Training
Days booked in 2026	850	850	850
Days booked in 2027	895	895	895
Days booked in 2028	940	940	940
Days booked in 2029	985	985	985
Days booked in 2030	1035	1035	1035

Standards for consultancy day rate cards

- All services delivered remotely, unless agreed.
- All staff are at or above the SFIA standard of 4 ('Enable') or above.
- Consultant's working day: 7.5 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays. Weekend work charged at 2.5x weekday rates.
- Office hours: 9:00am to 5:30pm
- Travel, mileage subsistence:
 - Up to £350/night - overnight stay (within M25)
 - Up to £250/night - overnight stay (outside of M25)
 - Mileage - £0.45/mile
 - Train, airfare, car-parking – at cost
- Professional indemnity insurance: included in day rate
- Excludes VAT