



Free Rein

Website Moderation and User Support

Pricing Document

1 Company Background

Following the development of the Business Events Finder system for BEIS and Business Wales and the move of the service provided to GDS (Government Digital Service, part of the Cabinet Office) Free Rein was asked to provide support to all the private and public sector event organisers using the system plus a moderation service of events added to ensure quality and protect the B2B, public accessibility.

To meet this requirement, and the subsequent contract awarded by GDS, Free Rein set up a small team with support desk and PR/web content experience. This team is also marketing the Events Finder service and is large enough to take on further systems for moderation, content creation/sourcing, user support and user training.

The service is now run and managed for England by Free Rein, for the Welsh Government we host, support and moderate all content and users and for Invest Northern Ireland we host and provide second line support to a self-sufficient Business support team in Invest Northern Ireland.

2 Pricing

Standard: Monday to Friday (excl. Public Holidays), 9:00am – 5:00pm	£95/hour
Enhanced: 24x7 – subject to separate agreement	£800 per month
Uncontracted out of hours	£142.50/hr