

Case Management

Pricing document

January 2026

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Pricing

The pricing of the solution is based upon an initial setup charge followed by a monthly subscription charge (per seat). The onboarding charge is for the provision of environments and onboarding of users. If additional services are required to configure or customise, these services are available from our standard SFIA rate card.

Onboarding charge: £4,475.
Minimum users: 100
Minimum term: 12 months

Cost per user / month: £80

The cost per user stated above is for VCL providing 3rd line support during standard UK business hours. VCL can provide helpdesk services for 1st and 2nd line activities at additional cost.

Incident Management

Viewdeck classifies incidents raised at its service desk using the following P1 – P3 priority. Incidents raised with the Service Desk will be triaged and responded to accordingly in priority order.

- P1 Total loss of service to all users.
- P2 Some loss of critical service for some or all users.
- P3 Limited loss of service or work around possible limiting loss experienced.

Priority	Response type (during standard business hours)	Target resolution (Mon-Fri 9-5)
P1	30 minute response, sustained effort using all necessary and available resources until service is restored.	4 hours
P2	4 hour response to assess the situation, staff may be interrupted and taken away from lower priority jobs.	1 working day
P3	One working day response using standard procedures and operating within the normal frameworks.	3 working days