



Business Systems (UK) Limited

G-Cloud 15

Pricing Document

**Live & Legacy Call Recording & Retrieval Portal
Pricing**



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1 Who are Business Systems?

Business Systems is an independent UK-based transformation partner with over 35 years' experience supporting organisations to modernise customer experience and contact centre operations.

We deliver outcome-driven solutions across AI and Automation, CX Management, Workforce Engagement Management, and Monitoring and Compliance. Our consultative, vendor-neutral approach supports complex, mission-critical environments, enabling secure transitions from legacy systems to modern, cloud-based platforms while maintaining operational integrity, regulatory compliance, and delivering measurable return on investment.

2 Service Pricing – Live & Legacy Call Recording & Retrieval Portal

Wordwatch pricing is volume and contract term dependent. The below price list is based on a deployment of Wordwatch with a call capacity of 25 million records, with a 3-year contract.

Prices will vary according to system capacity requirements and contract term. Minimum 3 year contract term.

Service Component	Price	Unit
Wordwatch Archive Core License (inclusive of 1 Legacy Connector License and API)	£2,651	Per Core System per Month
Wordwatch High Availability Configuration License	£252	Per Core System per Month
Additional Legacy Integration/Connector License (1N)	£527	Per Month

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Additional Legacy Integration License (2N)	£800	Per Month
Vault Storage (per GB)*	£11.60	Per TB per Month *Assumes cool storage
Live Capture License (1N)	£6.49	Per Recorded User Per month
Compliance Module	£743	Per Month

Inclusions

All rights and licenses to use the software and private cloud service, with access over the SSL secured Internet from whitelisted IP addresses or via dedicated IPSEC VPNs, is included with all options in the pricing table above.

Cloud Support (i.e. IT helpdesk to IT helpdesk) is included between the hours of 9am-5pm, weekdays excluding bank holidays, via telephone and email, for all software, hardware and cloud services.

Add-ons charged at day rates

- Following are optional add-ons that are not included in the pricing table above, but if required can be arranged and will be charged on a time and materials basis at the rates specified on our SFIA rate card.
- Transcription
- Customisation of MI reports
- Customisation of the Public Portal
- Resources (compute and people) for on-site installation or buyer UAT

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- User training events
- Connection to the service via the Government PSN.
- Onboarding / ingest of out of scope historic records
- Offboarding / supply of records and metadata at the end of contract
- Additional configuration or service tailoring not specified in our G-Cloud 9 Service
- Definition

Exclusions

- Extended support hours are available for suitable contracts.
- Onsite support is not provided, but can be arrange via separate contracts.
- Supply, installation or maintenance of landline or mobile call recorders is not included, but can be arrange via separate contracts.
- Fees for using GDS Notify in association with the Public Portal are excluded and are the responsibility of the Buyer.
- Setup and ongoing registration of domain names and security certificates for use with the Public Portal, including payment of all applicable fees, are the responsibility of the Buyer.

3 Professional Services

If contracted, professional services will be provided at £1,440 per day.

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