



# **Business Systems (UK) Limited**

**G-Cloud 15**

**Pricing Document**

**Teleware ConnectPro for Microsoft Teams**



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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 – Teleware ConnectPro for Microsoft Teams

The service described in this document represents one example of a service that may be provided. Business Systems Limited works with customers to scope and define services based on specific requirements, and additional or alternative services, components, or configurations may be offered following discovery. The final service delivered will reflect the agreed scope and customer needs.

| Product Name                                                  | Set Up Reseller | Monthly Charge Reseller | Reseller Margin | Setup RRP | Monthly Charge RRP | End Note |
|---------------------------------------------------------------|-----------------|-------------------------|-----------------|-----------|--------------------|----------|
| <b>ConnectPro for Microsoft Teams</b>                         |                 |                         |                 |           |                    |          |
| ConnectPro - Agent / Supervisor Licence                       | £0.00           | £22.50                  | 30%             | £0.00     | £32.00             | 40       |
| ConnectPro - Agent Assist - PAYG - No Minute Bundle           | £0.00           | £0.00                   |                 | £0.00     | £0.00              | 65       |
| ConnectPro - Agent Assist (Per Agent) - 60 Minute Bundle      | £0.00           | £3.26                   | 30%             | £0.00     | £4.50              | 63       |
| ConnectPro - Agent Assist (Per Tenant) - 1000 Minute Bundle   | £0.00           | £46.51                  | 30%             | £0.00     | £66.50             | 64       |
| ConnectPro - Agent Assist (Per Tenant) - 5000 Minute Bundle   | £0.00           | £230.23                 | 30%             | £0.00     | £330.00            | 67       |
| ConnectPro - Agent Assist (Per Tenant) - 10000 Minute Bundle  | £0.00           | £458.13                 | 30%             | £0.00     | £654.50            | 67       |
| ConnectPro - Agent Assist (Per Tenant) - 25000 Minute Bundle  | £0.00           | £1,133.71               | 30%             | £0.00     | £1,620.00          | 67       |
| ConnectPro - Agent Assist (Per Tenant) - 50000 Minute Bundle  | £0.00           | £2,209.28               | 30%             | £0.00     | £3,155.00          | 67       |
| ConnectPro - Agent Assist (Per Tenant) - 75000 Minute Bundle  | £0.00           | £3,296.48               | 30%             | £0.00     | £4,710.00          | 67       |
| ConnectPro - Agent Assist (Per Tenant) - 100000 Minute Bundle | £0.00           | £4,372.04               | 30%             | £0.00     | £6,245.00          | 67       |
| ConnectPro - Wallboard (Per Wallboard)                        | £0.00           | £10.50                  | 30%             | £0.00     | £15.00             | 62       |
| ConnectPro - Power App Integration Licence (Per Agent)        | £0.00           | £3.00                   | 30%             | £0.00     | £4.50              | 57       |
| ConnectPro - Trunk Recording (Per Agent)                      | £0.00           | £3.75                   | 30%             | £0.00     | £5.50              | 61       |
| ConnectPro - Recording (Per Agent)                            | £0.00           | £3.75                   | 30%             | £0.00     | £5.50              | 66       |
| <b>Teams Dialler for Salesforce</b>                           |                 |                         |                 |           |                    |          |
| TDFS - User Licence (per User)                                | £300.00         | £11.25                  | 25%             | £340.00   | £15.00             | 60       |
| <b>Teams Compliant Recording</b>                              |                 |                         |                 |           |                    |          |
| Audio Recording Licence (Per User)                            | £450.00         | £7.00                   | 25%             | £600.00   | £9.50              | 41, 42   |
| Video & Screenshot Recording Licence (Per User)               | £450.00         | £5.30                   | 25%             | £600.00   | £7.20              | 41, 43   |
| Call Quality Measurement Licence (Per User)                   | £450.00         | £1.06                   | 25%             | £600.00   | £1.44              | 41, 44   |
| Web PCI - Licence (Per User)                                  | £450.00         | £2.12                   | 25%             | £600.00   | £2.88              | 45       |
| Additional Azure Storage (Per 1TB)                            | £0.00           | £44.50                  | 25%             | £0.00     | £60.00             | 47       |
| <b>ConnectPro Chat for Microsoft Teams</b>                    |                 |                         |                 |           |                    |          |
| ConnectPro Chat - WhatsApp (Per Chat Application)             | £0.00           | £60.00                  | 30%             | £0.00     | £85.00             | 68,69,70 |
| ConnectPro Chat - Live Chat (Per Chat Application)            | £0.00           | £60.00                  | 30%             | £0.00     | £85.00             | 68,69,70 |
| ConnectPro Chat - SMS (Per Chat Application)                  | £0.00           | £60.00                  | 30%             | £0.00     | £85.00             | 68,69,70 |
| ConnectPro Chat - Facebook Messenger (Per Chat Application)   | £0.00           | £60.00                  | 30%             | £0.00     | £85.00             | 68,69,70 |

Business Systems (UK) Limited

**“Driving Positive Business Outcomes through Tailored Customer Experience, Compliance and Complete Communications”**

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**business  
systems**

## **G-Cloud 15**

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