



Business Systems (UK) Limited

G-Cloud 15

Pricing Document

Teleware Cloud Contact Centre



Contents

1 Who are Business Systems?.....3

2 Service Pricing – Teleware Cloud Contact Centre3

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 Cloud Contact Centre

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
ConnectPro for Microsoft Teams						
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
Teams Dialler for Salesforce						
TDFS - User Licence (per User)	£300.00	£11.25	25%	£340.00	£15.00	60
Teams Compliant Recording						
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
ConnectPro Chat for Microsoft Teams						
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**

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