



Business Systems (UK) Limited

G-Cloud 15

Pricing Document

NICE IEX



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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 – NICE IEX

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.

Hosted deployment is licensed on a per agent, per month basis:

Monthly Price	Unit	Pricing Notes
£25 Per Agent		Tailored support to be added based on package required Pricing Excludes VAT at the prevailing rate. Invoicing - quarterly in advance Depending on number of users

Business Systems (UK) Limited

"Driving Positive Business Outcomes through Tailored Customer Experience, Compliance and Complete Communications"

Email: tender.alerts@bslgroup.com





Leverage the power of intelligent WFM to:

- Forecast long-term workforce needs 6% to 10% more accurately.
- Identify candidates who will be the right fit for your contact center.
- Optimize forecasts in real time.
- Align schedules with real-world routing needs and employee skills, skill levels and preferences.
- Manage intraday changes by automatically reforecasting as conditions change.
- Cut schedule change processing time with intelligent automation.

3 Professional Services

If contracted, professional services will be provided at £1,200 per day.

The pricing provided does not include integration services. This would be scoped and the price agreed on request.

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