



Business Systems (UK) Limited

G-Cloud 15

Pricing Document

**Calabrio One Cloud Contact Centre Quality
Management**



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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 – Calabrio One Cloud Contact Centre Quality Management

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 Unit Price	Pricing Notes
£97.50 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

Price may change depending on additional modules purchased from the 4 on offer:

- Call Recording

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- Quality Management
- Workforce Management
- Interaction Analytics

NB: Data storage costs not included



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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