

Verint Open CCaaS Pricing Document



SaaS Pricing

SaaS Pricing is generally on a Named End User basis per annum that includes costs associated with hosting, maintenance & support. Named users can be deactivated when a user leaves an organisation, and the SaaS licence then becomes available for assignment to a new user. Historical data relating to the original named user will be maintained. There are some items that are based on other units of measure, as shown.

There is no restriction, other than the availability of internet connectivity in the location of end users accessing the software through the managed cloud service.

These fees are exclusive of VAT and based upon the number of SaaS users per order.

Part Number	Software Components	Price Per Annum	Unit
Verint Open CCaaS			
93-535-3007	Verint IVR Outbound COR - SaaS	£0.05	Minute
89-180-8733	Verint Open CCaaS 1 Workforce Engagement Essentials - SaaS	£674.18	Named Employee
93-531-5457	Verint Open CCaaS 2 Voice Essentials - SaaS	£1,059.43	Named Employee
93-531-5337	Verint Open CCaaS 2 Digital Essentials - SaaS	£770.50	Named Employee
93-531-5338	Verint Open CCaaS 3 Digital + Workforce Engagement Essentials - SaaS	£866.81	Named Employee
93-531-1358	Verint Social Messaging or SMS Interactions - SaaS	£0.04	Interactions
93-531-1359	WhatsApp Usage Fees - SaaS	Based on Usage	Interactions
93-531-5306	Vonage SMS Usage Fees - SaaS	Based on usage	SMS Message
93-531-5307	SMS Usage Fees - SaaS	Based on Usage	SMS Message
93-531-5411	Vonage SMS Subscription Fees - SaaS	£0.04	SMS Message
93-531-5414	WhatsApp Subscription Fees - SaaS	£0.04	WhatsApp Message
93-531-5431	Verint IVA Voice - SaaS	£0.04	Minute
93-531-5333	Verint IVA Digital - SaaS	£0.04	Interactions
93-531-5249	Verint Upgrade from Knowledge Management Essentials to Knowledge Management Enterprise for Verint Open CCaaS Essentials - SaaS	£48.16	Named Employee
93-531-5250	Verint Upgrade from EDH Voice Ingest to Verint EDM Voice Essentials for Verint Open CCaaS Essentials - SaaS	£0.00	Named Employee
93-531-5251	Verint Upgrade from EDH Voice Ingest to Verint EDM Voice Enterprise for Verint Open CCaaS Essentials - SaaS	£130.02	Named Employee
93-531-5263	Verint Upgrade from EDH Voice Ingest to Verint EDM Voice Enterprise Hybrid for Verint Open CCaaS Essentials - SaaS	£33.71	Named Employee

Part Number	Software Components	Price Per Annum	Unit
Verint Open CCaaS			
93-531-5252	Verint Upgrade from EDM Screen Essentials to Verint EDM Screen Enterprise for Verint Open CCaaS Essentials - SaaS	£28.89	Named Employee
93-531-5264	Verint Upgrade from EDM Screen Essentials to Verint EDM Screen Enterprise Hybrid for Verint Open CCaaS Essentials - SaaS	£9.63	Named Employee
93-531-5253	Verint Upgrade from Workforce Management Essentials to Workforce Management Enterprise for Verint Open CCaaS Essentials - SaaS	£105.94	Named Employee
93-531-5255	Verint Upgrade from Application Triggers and Application Visualizer to Desktop Process Analytics for Verint Open CCaaS Essentials - SaaS	£126.01	Named Employee
93-531-5257	Verint Telephony Managed Service (AWS) - SaaS	£0.02	Minute
93-531-5258	Amazon PSTN Services - SaaS	Custom	Minute
93-531-5458	Verint Voice Channel for Teams - SaaS	£0.01	Minute
93-531-5316	Verint Voice Channel Subscription - SaaS	£10.03	Kilo Minutes
93-531-5317	Verint Voice Channel Usage - SaaS	£10.03	Kilo Minutes
93-531-5432	Verint Callback Add-on to IVA - SaaS	£0.36	Callback
93-531-5342	Verint Callback Appliance - SaaS	£3,090.01	Instance
93-535-0011	Verint IVA Telecom - General - SaaS	Custom	Minute
93-531-1424	Verint Callback VPN Access - SaaS	£2,407.80	Instance
93-531-5341	Verint Callback - SaaS	£0.68	Callback
93-531-1301	Verint Messaging Channels + Automation (NE) - SaaS	£1,203.90	Named Employee
93-531-1303	Verint Messaging Channels (Interactions) - SaaS	£0.40	Interactions
93-531-1302	Verint Messaging Channels (NE) - SaaS	£240.78	Named Employee
93-531-1359	WhatsApp Usage Fees - SaaS	Based on Usage	Interactions
93-531-5306	Vonage SMS Usage Fees - SaaS	Based on usage	SMS Message
93-531-5411	Vonage SMS Subscription Fees - SaaS	£0.04	SMS Message
93-531-5307	SMS Usage Fees - SaaS	Based on Usage	SMS Message
93-530-7817	Verint Messaging Proactive Searches - SaaS	£1,203.90	Proactive Searches
93-530-7876	Verint Messaging Review App - SaaS	£802.60	Review App
93-531-5185	Verint X (fka Twitter) - Premium Channel Subscription up to 12k - SaaS	£2,407.80	Bundle
93-531-5186	Verint X (fka Twitter) - Premium Channel Subscription up to 50k - SaaS	£4,815.60	Bundle
93-531-5187	Verint X (fka Twitter) - Premium Channel Subscription up to 250k - SaaS	£12,039.00	Bundle
93-531-5188	Verint X (fka Twitter) - Premium Channel Subscription up to 600k - SaaS	£20,065.00	Bundle
93-531-5189	Verint X (fka Twitter) - Premium Channel Subscription 600k+ - SaaS	£24,078.00	Bundle

It should be noted that additional optional SaaS items are available – pricing can be provided on request.

Additional SaaS options are available for hybrid cloud where some solution components reside on-premise and some elements reside in the cloud. Pricing for these options can be provided on request.

Discounts

Annual Contract Value, excl VAT GBP £	Minimum % discount
Less than 250,000	10%
250,001 to 500,000	15%
500,001 to 1,000,000	20%
1,000,001 to 2,500,000	25%
2,500,001 to 5,000,000	30%
5,000,001+	30%

Assumptions

Minimum Commitment	Buyer agrees to a Minimum Commitment (24 months) for SaaS services documented in the Order Form. If Buyer terminates for convenience (Clause 13.2.2), Supplier recovers charges for the committed term as per Clause 4.12.5, Special Term 6, Framework Award Form
Termination (for Convenience)	If the Buyer terminates this Call-Off Contract for convenience under Clause 13.4.1 of the Call-Off Terms, the Buyer shall: (a) provide not less than 30 calendar days' written notice; and (b) pay to the Supplier: (i) all SaaS Charges for the Minimum Commitment documented in the Order Form, calculated in accordance with Clause 4.12 Special Term 6, Framework Award Form; and (ii) all Professional Services Fees for services delivered up to and including the effective date of termination.
Service Levels	The service level and availability criteria required for this Call-Off Contract are contained in the Supplier Terms (https://www.verint.com/our-company/legal-documents/master-agreement/)
Warranties	The warranties to the Services are set out in the Supplier Terms. For the avoidance of doubt, the warranties in the Supplier Terms will not supersede or diminish the mandatory warranties contained in the Call-Off Terms.
Business Continuity	The Supplier maintains a robust Business Continuity and Disaster Recovery (BCDR) plan. This plan is the Supplier's Confidential Information. The Supplier will provide a copy of the BCDR plan to CCS or any Buyer upon written request, subject to reasonable redactions for commercially sensitive information. The Supplier is not required to produce a bespoke BCDR plan for any Buyer.
Volume-Based Usage	The Supplier's offering is not volume-based. A minimum number of users is fixed for the committed term, as documented in the Order Form under Minimum Commitment in accordance with Clause 4.12, Special Terms 6, Framework Award Form of the Call-Off Terms. Any contractually agreed Overages will apply as set out in the Supplier Terms referenced in this Order Form.
Intellectual Property	No Project-Specific IPRs arise under this Call-Off Contract. The Supplier provides the Services on a standard SaaS basis and does not create bespoke software for any Buyer. Existing IPRs remain with each party in accordance with the Call-Off Terms.
Open Source	The Supplier does not create software specifically for a Buyer and does not introduce additional Open Source components beyond those already embedded in the standard SaaS offering
Security & Compliance	The Supplier maintains technical and organisational security controls as described in the Supplier Terms. The parties agree that the default security obligations for this Call-Off Contract will follow Call-Off Schedule 9A (Short Form Security) only. The Supplier will not develop a bespoke Security Management Plan or Information Security Management System.

Exit Plan	The Supplier will provide a generic Exit Plan within one (1) month of the Call-Off Start Date, in accordance with Special Term 18 (Framework Award Form). Due to the multi-tenant nature of the Supplier's SaaS environment, such Exit Plan will be limited to high-level descriptions of standard off-boarding, data export, and service disengagement processes that are generally applicable across customers. The Supplier is not able to provide customer-specific, bespoke, or environment-exclusive exit arrangements beyond those described in its standard Supplier Terms.
Liability	Clause 14 shall apply to both the Buyer and Supplier
Employment Regulations	Due to the nature of the engagement, TUPE does not apply to the SaaS Services. This position is consistent with the Call-Off Terms under the G-Cloud 15 Framework.
Buyer Data / Processing of Data	Buyer Data will be processed in accordance with the Supplier's Data Processing Addendum referenced in this Order Form, provided that such terms do not override or diminish the mandatory data protection obligations set out in Joint Schedule 10 (Processing Data) and Clause 17 of the Call-Off Terms.

Customer Engagement Services



Verint helps Customers deliver AI Business Outcomes now, to solve their most pressing CX automation challenges in the contact centre and beyond. Customers can go well beyond incremental benefits to dramatically lower costs and elevate CX. Verint's Professional Services offerings are key to the success of programs that deploy our CX Automation capabilities.

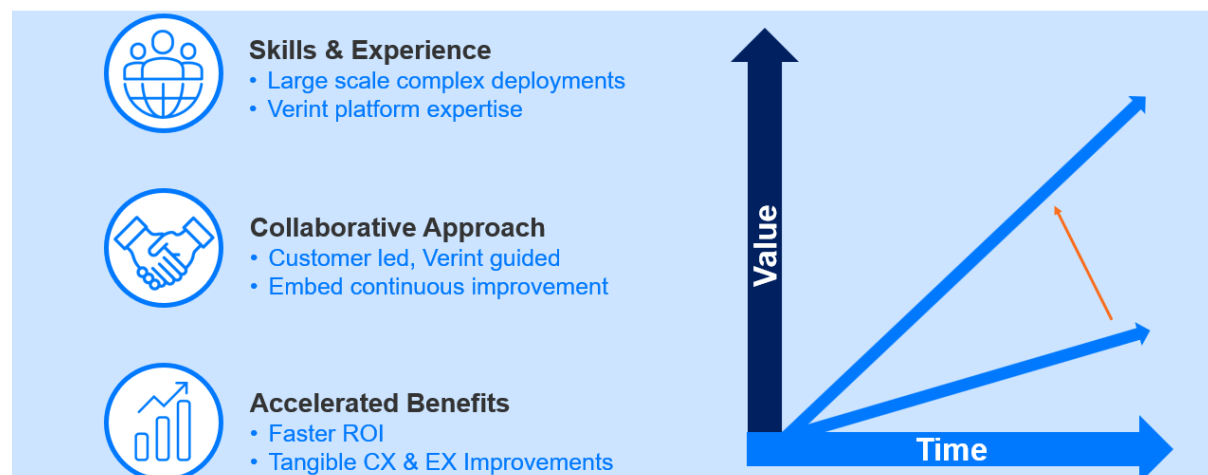
We deliver a combination of Technical and Consulting services that deploy a fully operation solution and ensure customers achieve the value and benefits from our solutions. Our Professional Services offerings are based on more than 30 years of experience working with customers across many areas of CX and industry sectors. Our consultative approach recognizes the needs of individual customers – understanding their start point and working with them to reach their goals, leveraging Verint's open platform with data and artificial intelligence at the core, to increase CX automation and deliver AI business outcomes, now.

Accelerating the Time to Value with Value Realisation Services

The Verint solutions will deliver huge benefits, but when combined with value realisation services and other solution optimisation offerings Customers are able to unlock the true and full potential.

Value Realisation Services are an array of sophisticated offerings (from embedded Resources to AdviceLine) that will drive the ROI of the solution and ensure the value Customers receive is maximised on an ongoing basis. Our Advanced Consulting is custom designed to your requirements so that each session is laser-focused on the areas that will add value to our customers.

In the fast-paced world of customer engagement, receiving a return on any investment fast is crucial. As a result, Verint adopts an agile operating model by prioritising incremental value releases, adopting a different approach to prioritisation and focussing unwaveringly on customer value, maximising ROI and accelerate time to value.



Who are we?

Our Professional Services Team are Verint platform implementation and customer enablement experts, specialising in delivering exceptional service to customers across all industries and sizes.

We provide:

- Client-side experienced implementation and application consultants
- Delivery in 12+ EMEA languages
- EMEA wide resource presence
- Experience of delivering in regulated environments
- Customer centric approach

Investing in Verint Professional Services can:

- Deliver up to 35% improvement in operational productivity
- Increase SLA achievement by 30%

Contact Information



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