



Puzzel Case Management

G-Cloud 15 Pricing

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Puzzel Case Management

Licences

All prices are in Pounds Sterling and exclusive of VAT. Terms and Conditions apply, see separate MSA. All prices are based on payment annually in advance and a minimum 12-month contractual agreement, and on a named-user basis.

Licence	Charge	Price per User, Per Month
Puzzel Case Management - Named User	Annual Upfront	£25.00 per user, per month

Customer Support Packages

Puzzel's Support function allows you to benefit from extensive self-help but when needed you can gain immediate access to a technically proficient support team. There are four levels of remote support available to you today:

- Basic
- Standard
- Premium
- Elite

Standard, Premium and Elite are all available for a fee and include access to Service Credits. The following table details the different tiers of support and additional pricing of each package available:

Support Level	Basic	Standard	Premium	Elite
Support Hours	UK Business Hours (Monday to Friday)	UK Business Hours (Monday to Friday)	UK Business start up until 9pm (Monday to Friday)	24/7 (Monday to Sunday)
Ticket Access	Ticket via Help Portal	Ticket via Help Portal	Ticket via Help Portal	Ticket via Help Portal
Phone Support	Not Available	Not Available	Phone Support (Business Hours) Emergency Support (Extended Hours)	Phone Support (Business Hours) Emergency Support (24/7)
Webchat	Web Chat Available	Web Chat Available	Web Chat Available	Web Chat Available

Support Level	Basic	Standard	Premium	Elite
Self-Service	Puzzel Help Portal	Puzzel Help Portal	Puzzel Help Portal	Puzzel Help Portal
Uptime Status	Puzzel Status Page	Puzzel Status Page	Puzzel Status Page	Puzzel Status Page
Price	Free of Charge	5% of all annual recurring charges	7% of all annual recurring charges	10% of all annual recurring charges
Service Credits	Not Included	Included	Included	Included

For those customers who require additional support or desire a named support contact, we offer options to add to your support package and give you additional convenience and efficiency through the following:

Named Service Manager – A dedicated individual alongside your Key Account Manager, this individual will deliver Monthly Service Reviews, Extended Service Level Reporting and will act as your single Point of Contact for Support Escalations.
Price – £7,700.00 per year.

Extended Service Level Reporting – If you desire additional reporting but do not require the convenience of a Service Manager, we can offer the Extended Service Level Reporting on its own. This is priced per report. This reporting includes:

- Puzzel Platform Availability.
- Tickets Raised.
- Ticket Volumes and SLA Achievement over time.
- Price – £120.00 per report

Initial Implementation

Initial one-off setup and implementation costs are based upon discovery.
Puzzel project management, consultation, set-up, and training fees will typically include all the following activities for customers:

- **Detailed Design Workshop** with dedicated Puzzel specialists (including Solution Architect, Delivery Manager and Key Account Manager)
- **Completed Service Description Document** and other documentation.
- **Build and testing of all case flows** ready for UAT testing.
- **Initial configuration** of Case Management, system, and users.
- **Training** for users, Supervisors / Administrators.
- **Virtual / On-site Go-live support** including Floor Walkers (if desired).

Ratecard

Project management, design and initial configuration will be charged at £154.00 per hour with effort estimation based upon the level of features, integrations, and add-ons desired. Additional Professional Services including change requests can be purchased at any time also for £154.00 per hour. Floor Walking service on Go-Live is chargeable at £800.00 per day.

Training

Training includes a range of mandatory and optional courses to aid in the adoption of your chosen services, as well as optional access to our Learning Management System (LMS) for on-demand online training:

Training Course	Mandatory?	Time	Max Participants	Price per Session
Case Management (Agents)	Yes - Subject to Purchase	2 1/2 hours	15	£690.00
Case Management (Admin)	Yes - Subject to Purchase	2 1/2 hours	8	£1,375.00
Raw Data Training (Case Management)	Yes - Subject to Purchase	1/2 day only	5	£690.00
Puzzel Academy Licence Pass (LMS)	Optional	N/A	N/A	£0.00 (FOC)