

# TOTARA PRICING



**PLATINUM**  
ALLIANCE PARTNER



We provide Totara as a fully managed service. This combines secure cloud hosting, system administration, application support, annual subscription and regular updates into a single, predictable annual cost.

All packages include:

- Secure managed hosting sized for your active user volume
- Access to our support team for best practice guidance, administrator support and issue resolution
- Totara subscription (Learn and Engage with Perform optional)
- Platform maintenance, upgrades and security updates
- Training and onboarding options
- Additional storage, tailored support hours, and UK or EU hosting options available to match your specific needs.

## Key terms

**Active users** – Registered users who access the site during the contract term, regardless of how often they log in.

## Contract and pricing

- Multi-year contracts available for long-term planning
- Invoiced annually in advance
- All prices exclude VAT
- Onsite services, where required, are charged separately (remote delivery is standard)
- Active user numbers can be increased during the contract term and will be charged pro-rata
- Pricing is reviewed and adjusted at the next annual invoice if user volumes change

| Hosting                                                        |                |                |                |                |                |                |                |                 |                 |
|----------------------------------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------|
| Number of Active Users                                         | 500            | 1,000          | 2,000          | 3,000          | 5,000          | 10,000         | 15,000         | 20,000          | 50,000          |
| Usable Storage (GB)                                            | 10             | 10             | 20             | 50             | 50             | 100            | 100            | 100             | 100             |
| Free setup                                                     | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓               | ✓               |
| Includes 12 month Totara Subscription and Spark theme          | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓               | ✓               |
| Nightly Backups                                                | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓               | ✓               |
| Unlimited Traffic                                              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓               | ✓               |
| Totara App                                                     | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓              | ✓               | ✓               |
| SLA uptime                                                     | 99.9%          | 99.9%          | 99.9%          | 99.9%          | 99.9%          | 99.9%          | 99.9%          | 99.9%           | 99.9%           |
| Monitoring and alerts                                          | 24x7x365       | 24x7x365       | 24x7x365       | 24x7x365       | 24x7x365       | 24x7x365       | 24x7x366       | 24x7x367        | 24x7x368        |
| Data location                                                  | EU             | EU             | EU or UK       | EU or UK       | EU or UK       | EU or UK       | EU or UK       | EU or UK        | EU or UK        |
| Support                                                        |                |                |                |                |                |                |                |                 |                 |
| Access to application support desk (hours)                     | 10             | 10             | 25             | 25             | 50             | 50             | 50             | 50              | 50              |
| Onboarding and implementation support                          |                |                |                |                |                |                |                |                 |                 |
| Core implementation support with 16 sessions over 8–12 weeks   | ✓              | ✓              | ✓              |                |                |                |                |                 |                 |
| Extended implementation support – 24 sessions over 12–16 weeks |                |                |                | ✓              | ✓              | ✓              | ✓              | ✓               | ✓               |
| <b>Year 1 – initial cost</b>                                   | <b>£19,450</b> | <b>£23,350</b> | <b>£28,500</b> | <b>£37,000</b> | <b>£49,250</b> | <b>£61,500</b> | <b>£82,250</b> | <b>£102,500</b> | <b>£164,350</b> |
| <b>Year 2 – Annual renewal cost</b>                            | <b>£12,750</b> | <b>£17,150</b> | <b>£22,850</b> | <b>£27,500</b> | <b>£41,250</b> | <b>£54,950</b> | <b>£76,850</b> | <b>£95,150</b>  | <b>£163,150</b> |

Pricing valid for the G-Cloud 15 framework term

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## Optional Totara services

Alongside the managed service, the following services can be purchased separately or in addition, depending on need.

**Training** - A range of Totara training courses for administrators and managers, with the option to tailor sessions to specific roles, workflows or organisational use cases.

**User experience design** - Options to configure or enhance the look, layout and user journey of Totara, including the use of standard themes, Spark, or bespoke design services where required.

**Application support (customer-hosted)** - Application support for organisations that host Totara themselves and require expert guidance, troubleshooting and best-practice advice without hosted infrastructure.

**Subscription-only** - Totara subscriptions can be purchased separately where hosting and support are provided by the customer or a third party.

**Consultancy, development and eLearning content creation** - Additional consultancy, bespoke development, integrations and content creation services are available on a day-rate basis and scoped separately.

**Additional platform extensions** - Where required, the platform can be extended with additional services such as accessibility tooling, eCommerce capability, middleware-based integrations (including Workato for Totara), and supplementary eLearning content libraries. These are optional and agreed separately based on requirements.

## Totara Perform add-on (managed service)

Annual add-on to the core Totara managed service, enabling Totara Perform functionality. Pricing is based on active user tiers, from 500 up to 50,000 users and is added to the annual subscription.

| Product                             | Active Users | Annual Price |
|-------------------------------------|--------------|--------------|
| Totara Subscription Perform Bolt-On | 500          | £1,850       |
| Totara Subscription Perform Bolt-On | 1,000        | £3,400       |
| Totara Subscription Perform Bolt-On | 2,000        | £3,500       |
| Totara Subscription Perform Bolt-On | 3,000        | £3,800       |
| Totara Subscription Perform Bolt-On | 5,000        | £4,600       |
| Totara Subscription Perform Bolt-On | 10,000       | £5,950       |
| Totara Subscription Perform Bolt-On | 15,000       | £5,550       |
| Totara Subscription Perform Bolt-On | 20,000       | £6,150       |
| Totara Subscription Perform Bolt-On | 50,000       | £14,000      |

## Totara application support

Support covers platform configuration, best practice and troubleshooting. Does not include infrastructure or hosting management.

| Package                                        | Price  |
|------------------------------------------------|--------|
| Annual support – 25 hours (3 named users)      | £4,000 |
| Annual support – 50 hours (3 named users)      | £7,750 |
| Additional support hours in blocks of 10 hours | £1,600 |

## Totara theme design

Options to tailor the visual appearance and user experience of your Totara platform, from light branding to fully bespoke layouts.

| Package                                                                                                                                                                 | Price  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <b>Brand and identity match</b> - Application of your organisation's colours, logo and typography to an existing theme.                                                 | £2,000 |
| <b>Bespoke user experience</b> - Custom design of key areas including dashboards, landing pages and course layouts, aligned to how users navigate and use the platform. | £9,750 |

## Totara training

Totara training is delivered as a bundled set of instructor-led virtual sessions for administrators and managers. Sessions focus on practical use of the platform.

| Bundle                                                                                                    | Sessions (up to) | Price   |
|-----------------------------------------------------------------------------------------------------------|------------------|---------|
| <b>Essential</b> - Baseline consultancy to support a standard Totara implementation for go live.          | 16               | £8,000  |
| <b>Tailored</b> - Extended consultancy for complex implementations or integrations.                       | 24               | £12,000 |
| <b>Course author</b> - Focused on hands-on support for building and structuring course content in Totara. | 10               | £5,000  |

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## Totara subscriptions

Totara is provided under an annual open-source subscription, which includes access to the Totara codebase, regular updates and releases, bug and issue reporting, and access to official documentation and subscriber support resources.

| Product                            | Active Users | Annual Price |
|------------------------------------|--------------|--------------|
| Totara subscription - Full product | 500          | £8,500       |
| Totara subscription - Full product | 1,000        | £10,500      |
| Totara subscription - Full product | 2,000        | £11,500      |
| Totara subscription - Full product | 3,000        | £13,000      |
| Totara subscription - Full product | 5,000        | £19,000      |
| Totara subscription - Full product | 10,000       | £26,000      |
| Totara subscription - Full product | 15,000       | £34,000      |
| Totara subscription - Full product | 20,000       | £41,000      |
| Totara subscription - Full product | 30,000       | £56,000      |
| Totara subscription - Full product | 40,000       | £60,000      |
| Totara subscription - Full product | 50,000       | £67,000      |
| Totara subscription - Full product | 100,000      | £87,000      |
| Totara subscription - Full product | 250,000      | £100,000     |
| Totara subscription - Full product | 500,000      | £130,000     |

## Core learning content library

A library of ready-made learning resources covering topics such as health and safety, leadership, communication, information security, wellbeing and compliance. Annual contract.

| Product                                | Active Users  | Annual Price |
|----------------------------------------|---------------|--------------|
| Full core content and catalogue access | Up to 500     | £10,000      |
| Full core content and catalogue access | 501 - 1,000   | £15,000      |
| Full core content and catalogue access | 1,001 - 5,000 | £20,000      |
| Full core content and catalogue access | Over 5,000    | £30,000      |

## Accessibility support

Adds user-controlled accessibility features to the platform. Annual subscription based on average monthly visits to the platform.

| Product                           | Monthly Visits | Annual Price |
|-----------------------------------|----------------|--------------|
| Micro                             | Up to 500      | £480         |
| Growth                            | 501 - 1,000    | £1,350       |
| Scale                             | 1,001 - 5,000  | £3,500       |
| Enterprise                        | Over 5,000     | £5,750       |
| Configuration and setup (one-off) | Over 5,000     | £450         |

## Workato integration (Totara)

Workato is an integration platform used to automate data exchange between Totara and other business systems, such as HR, CRM, identity and finance platforms.

| Package                                                    | Price  |
|------------------------------------------------------------|--------|
| Totara Workato integration – 100k task bundle              | £2,000 |
| Workato configuration and setup (one-off, per integration) | £1,750 |

## eCommerce enablement and support

Enables the sale of learning, subscriptions or content through the LMS using supported payment gateways.

| Package                                     | Price  |
|---------------------------------------------|--------|
| eCommerce setup and configuration (one-off) | £2,000 |
| eCommerce annual support                    | £8,000 |