Accord - Pricing

1. Pricing model

Accord is provided as a Software as a Service (SaaS) subscription.

Pricing is based on customer requirements and may vary depending on factors such as service configuration, usage levels, hosting region and support needs. Pricing is agreed with each customer prior to contract commencement.

2. Core service pricing

Annual subscription packages (fixed price)

Each package includes: dedicated customer deployment, standard support, routine updates, encryption in transit and at rest, and UK hosting.

Package	Included usage	Annual price
Accord Core	Up to 5,000 cases per year, up to 10 admin users	£60,000
Accord Plus	Up to 35,000 cases per year, up to 25 admin users	£130,000
Accord Enterprise	Up to 100,000 cases per year, up to 100 admin users	£200,000
Accord Extended	Up to 5,000,000 cases per year, up to 1000 admin users	£820,000

Additional units (fixed price)

Unit	Price
Additional 1,000 cases per year	£7,500

Additional 10 admin users	£5,000

3. Optional services

Optional service	Price
Additional workflow configuration pack (up to 2 workflows)	£7,500
Custom reporting pack (up to 3 reports)	£7,500
Data migration pack (up to 300,000 records)	£5,000
API integration support (1 day)	£1,000
Additional training session (remote, up to 2 hours)	£750

4. Implementation and onboarding

Implementation item	Price
Standard onboarding (setup, configuration, admin training)	£0
Implementation day rate (1 day)	£1,000

5. Data extraction and exit costs (fixed prices)

Exit item	Price
End-of-contract data export (standard formats)	£0

End-of-contract data export (non-standard format pack)	£5,000
Offboarding support day rate (1 day)	£1,000

6. Support

Included (no additional charge)

Standard support is included in the annual subscription:

- Email or ticket-based support for authorised customer contacts
- UK business hours coverage

7. Volume discounts

No volume discounts are offered.

8. Minimum contract terms

Minimum contract term is 12 months.

9. Payment and invoicing

Subscriptions and annual add-ons are invoiced annually in advance. Professional services are invoiced monthly in arrears. 10% reduction of Core Service Price available for payment up front.

Early payment discount

A 10% discount is applied to the Core Service annual subscription price where the full annual fee is paid upfront at the start of the contract term.

This discount applies only to the Core Service subscription and does not apply to optional services, implementation services or support add-ons.

10. VAT

All prices are exclusive of VAT. VAT is charged at the applicable rate.