Resolver Data - Pricing

1. Pricing model

Resolver Data is provided as a Software as a Service (SaaS) subscription. Pricing is based on customer requirements and may vary depending on factors such as the number of users, scope of data access, reporting complexity, and support requirements. Pricing is agreed with each customer prior to contract commencement.

2. Core service pricing

Annual subscription (fixed price). The core subscription includes access to anonymised, aggregated consumer complaint data, secure web-based dashboards and reports, data filtering and benchmarking capabilities, CSV data export, standard support, and UK-hosted service delivery.

Resolver Data Core.

Up to 4 Viewer users, plus 1 Explorer user.

Annual price £18,000.

Resolver Data Plus.

Up to 15 Viewer users, plus 3 Explorer users, plus 1 Creator User

Annual price £45,000.

Resolver Data Enterprise.

Up to 50 named users with full dataset access.

Annual price £75,000.

3. Additional units (fixed price)

Additional 5 named users are priced at £5,000 per year. Additional dataset scope or benchmarking packs are priced at £7,500 per year.

4. Optional services

- Custom dashboard configuration packs (up to 3 dashboards) are priced at £7,500.
- Custom insight or analysis packs are priced at £7,500.
- Additional reporting walkthrough sessions (remote, up to 2 hours) are priced at £750.
- Onsite workshops or training days are priced at £1,000 per day.

Optional services are provided by agreement and are not included in the core subscription.

5. Implementation and onboarding

Standard onboarding, including account setup and access provisioning, is provided at no additional cost. Additional onboarding or configuration support is available at £1,000 per day.

6. Data extraction and exit costs

End-of-contract data export in CSV format is provided at no additional cost. Additional offboarding support is available at £1,000 per day. The service provides access to anonymised, aggregated datasets and buyers retain any data exported during the contract term.

7. Support

Standard support is included at no additional charge and consists of email or ticket-based support during UK business hours, covering access and availability issues. No dedicated account manager is provided as standard.

8. Volume discounts

No standard volume discounts are offered.

9. Minimum contract term

The minimum contract term is 12 months.

10. Payment and invoicing

Subscriptions and annual add-ons are invoiced annually in advance. Optional services are invoiced monthly in arrears unless otherwise agreed.

11. VAT

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