resolver

Fast Online Appeals Management (FOAM)
Pricing Document

1. Pricing model

FOAM is provided as a Software as a Service (SaaS) subscription, charged annually per customer deployment.

2. Core service pricing

Annual subscription packages (fixed price)

Each package includes a dedicated customer deployment, standard support, routine updates, encryption in transit, UK hosting, role-based access controls, audit logging, and standard reporting.

FOAM Core

Included usage: up to 1,000 cases per year, up to 10 administrative users
Annual price: £80,000

FOAM Plus

Included usage: up to 10,000 cases per year, up to 25 administrative users
Annual price: £160,000

FOAM Enterprise

Included usage: up to 50,000 cases per year, up to 100 administrative users
Annual price: £260,000

FOAM Extended

Included usage: 500,000 cases per year, up to 1000 administrative users
Annual price: £720,000

Additional units (fixed price)

Additional 1,000 cases per year
£7,500

Additional 10 administrative users
£5,000

3. Optional services

Additional workflow configuration pack (up to 2 workflows)
£7,500

Custom reporting pack (up to 3 reports)
£7,500

Data migration pack (up to 50,000 records)
£10,000

Integration or technical support (1 day)
£1,000

Additional training session (remote, up to 2 hours)
£750

Enhanced support add-on
£7,500

4. Implementation and onboarding

Standard onboarding (service setup, configuration, administrator training)
£0

Implementation day rate (1 day)
£1,000

5. Support

Included (no additional charge)

Standard support is included in the annual subscription and provides:

- Email or ticket-based support for authorised customer contacts
- UK business hours coverage
- Priority 1 incident response with 24/7 escalation

Optional (fixed price)

6. Volume discounts

No volume discounts are offered.

7. Minimum contract terms

Minimum contract term is 12 months.

8. Payment and invoicing

Subscriptions and annual add-ons are invoiced annually in advance.

Professional services are invoiced monthly in arrears.

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.

9. VAT

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

10. Data extraction and exit costs

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