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LINKSPACE (PRICING)



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Pricing

1.1 INTRODUCTION

We aim to keep the pricing for LinkSpace simple and flexible, based on the size and complexity of a system. Pricing is shown in the tables below.

1.2 WHAT'S INCLUDED

Unlike many other providers, we expect the price you see to be the price you pay for a fully-encompassing service, including ongoing changes and support. Our support and software includes a very high level of service and available customisation. Whilst we do offer a separate consultancy service for specialist and bespoke requirements, we find that it is very much the exception rather than the rule.

1.3 PRICING TABLE

The subscription costs for LinkSpace are provided broadly on a size and effort basis. The more complex a system and the larger it is, the higher the cost. In recognition of this, we offer subscriptions in packages that cover increasing size, complexity and number of users.

As each LinkSpace system we deploy can support multiple distinct business processes, either connected or independent of each other, we include a maximum supported number for each deployment. For example on one system you could be managing corruption investigations in one department, while also managing complaints in another. This approach ensures we can continue to provide our high level of service as scope and complexity increases.

Package	Service level	Maximum activities	Additional features	Maximum users	Monthly price
Basic	Standard	1	None	175	£1,900
Light	Elevated	1	API	500	£3,250
Professional	Elevated	3	API SAML2	2,000	£6,975
Advanced	Enterprise	5	API SAML2 Custom integrations	7,500	£10,350
Expert	Enterprise	10	API SAML2 Custom integrations	30,000	£17,325

All prices are exclusive of VAT.

Users of LinkSpace are able to configure systems that range from quite simple to highly complex and often this is not a function of the number of users. In order to ensure Ctrl O can provide a high level of service to all of our customers we have defined the services that we provide as part of our support package, as follows:

STANDARD: full support provided by telephone/email; basic calculated fields; RBAC configuration.

ELEVATED: Standard service, plus: complex workflow; advanced calculated fields.

ENTERPRISE: Elevated service, plus: multiple inter-related business processes; prioritised feature requests.

1.4 SUBSCRIPTION LENGTH, ADVANCE PURCHASE AND TERMINATION

A 30-day free trial is available and there are no termination costs. We encourage buyers to stipulate the contract may be terminated without cause by giving 30-days notice. Having established this flexibility we recommend the contract term is the maximum permitted under the framework.

Service is normally invoiced monthly in arrears (paid within 30 days). Optionally, and entirely at the buyer's discretion, we offer a, non-refundable, advance purchase discount of 5% for 12 months subscription.

Additionally, and in line with the principles of cloud services, we offer the opportunity to pause subscriptions when systems may not be needed. We recognise that customers may need the flexibility of our services to support small teams, seasonal or short/medium term projects or investigations.

1.5 CUSTOMER CLOUD HOSTING OPTIONS

While Ctrl O is partnered with ServerHouse for hosting services we recognise that customers may want or need to use alternative hosts. To ensure we can provide the same level of service, custom hosting (including on-prem and other cloud environments) can be supported for an additional £1150.00 per month, with any on-site visits additionally based on our cloud support services (Lot 3), daily rates.

1.6 BARE METAL OPTION

We also offer a "bare metal" option for organisations that already have a LinkSpace instance and are renewing a contract for fewer than 20 users. This is a minimal-support option, with only basic support to keep the system available. This is priced at £290 per month for a fixed number of 20 users.

1.7 OTHER CHARGES

There are no other charges for the use of the software, such as storage utilisation. Cloud support services (Lot 3) are available from Ctrl O covering all aspects of support of LinkSpace. Please look for "Consultancy in support of Ctrl O products" on the Digital Marketplace.

1.8 VALIDITY

These prices are valid for the duration of the G-cloud 15 framework or for the duration of any G-cloud 15 contracts.

1.9 CLARIFICATION

Please call us to discuss if any clarification is required on 020 3474 1200.