

Oneserve Price Book

January 2026

01 Product Pricing

License pricing

Oneserve is a cloud-based field service and compliance platform designed for organisations managing complex property, asset, and workforce operations. It brings together job management, scheduling, mobile working, compliance data capture, and real-time reporting into a single, configurable system. By connecting office teams, field operatives, contractors, and data in one platform, Oneserve helps organisations improve operational efficiency, maintain clear audit trails, and gain visibility and control across their services at scale

It has given clients unprecedented results including:

- Increasing productivity by over 25%
- Driving first-time fix rates up to 95%
- Reducing drive-time between jobs by 66%

Users	Term — Years		
	5	3	1
	Cost per User per Month		
1-250	£45	£50	£60
251-500	£38	£40	£45
501+	£33	£35	£38

Notes

- Minimum contract period: 1 year.
- Price subject to duration of contract (1,3,5 years) and licence billing cycle (monthly/quarterly/annually).
- Prices are GBP per user/per month, payable in advance.
- Prices are exclusive of VAT
- Sub-Contractor, mobile and back-office users are all counted as a user.
- If additional licences are purchased, where the total users falls into a new price bracket, only the additional users will be charged at the reduced rate, not all users; for the duration of the contract.

02 OneForms

OneForms

Forms for every requirement, without complexity

While basic forms and surveys are included with Oneserve as standard, the enhanced survey builder brings a greater level of data capture and flexibility.

It enables you to produce complex forms and surveys specific to your needs through a highly intuitive interface. As such, it is the perfect tool to support the social housing sector in gathering compliance data.

Providing an unlimited number of surveys, OneForms gives you self-service functionality and a thorough, scalable data capture solution. It allows you to:

- Build surveys quickly and easily
- Define surveys with conditional questions
- Push data into PDF templates
- Simplify data capture for your mobile workforce
- Process your survey data however you choose
- Cover all of your compliance needs

Users	Annual Fee*
1+	From £5,000

Notes

- Subject to one off setup and training costs at standard Consultancy rates.
- All pricing is based on fair and reasonable usage appropriate to the licensed service tier. Fair usage is determined by typical patterns across our customer base for comparable configurations. Where usage materially exceeds normal operational patterns, we will engage with the customer to discuss optimization, service tier upgrades, or additional capacity allocation. Supplementary charges may apply to reflect additional resources consumed, with 30 days' written notice and no retrospective billing.

03 OneAnalytics

OneAnalytics

Your data, your way; for valuable actionable insights

Turning data into actionable insight is essential, but it's not always simple.

Our powerful analytics tools help social housing organisations turn information into knowledge and actionable insights and drive exceptional customer experiences and long-term productivity gains.

How?

Our intuitive suite of user-friendly tools, enhance your reporting capabilities. This means you can extract more value from the information that is collected and stored within Oneserve.

Our Analytics Suite can be paid on a yearly, quarterly or monthly basis — empowering you with greater flexibility over how and when you pay.

Users	Cost per annum
1+	From £5,000

Notes

- User volumes are based on the total number of all Oneserve users and not just analytics users.
- A minimum of half a day of training is required.

04 OneTrack

OneTrack

Offering a service that cannot be bettered

OneTrack transforms customer engagement by providing real-time appointment updates, similar to the experience customers expect from brands like Amazon, Uber, and DPD. Using live location intelligence, customers receive accurate arrival information on the day of their appointment, reducing uncertainty and frustration.

This improved visibility helps cut ‘no access’ appointments, delivering meaningful cost savings, while post-completion SMS surveys capture instant customer feedback. A real-time management dashboard gives full visibility of operative locations, enabling smarter resource planning and operational efficiency.

Users	Lower Band
1-250	£28
251-500	£26
500+	£24

Notes

- Minimum two-year contract
- Subject to one off setup and training costs at standard Consultancy rates.
- Minimum of 10 licences
- If additional licences are purchased, where the total users falls into a new price bracket, only the additional users will be charged at the reduced rate, not all users; for the duration of the contract.

05 OneTriage

OneTriage

The Complete Repairs Diagnostic and Triage Solution

OneTriage is a complete repairs diagnostic and triage solution designed to reduce pressure on repairs teams while improving customer experience. With most homes requiring multiple repairs each year, many issues needing repeat visits, and a significant proportion suitable for remote resolution or triage, Onetriage helps organisations respond more effectively. Using AI-driven diagnostics, video triage, and connected trade skills, it enables faster diagnosis, reduces unnecessary visits, and improves first-time fix rates. The platform supports inbound and outbound triage, unlimited calls per repair, two-way webchat, and intelligent technician routing, with seamless handover into follow-on repair workflows via web and mobile.

Per Month Cost	£133	£266	£652	£1,277	£3,126	£6,118	£11,970
Credits per month	100	200	500	1,000	2,500	5,000	10,000
User Licences	3	6	15	30	60	100	150
PDF Job Reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes
90 Day Video Storage	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Contact Hub	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mobile Apps	Yes	Yes	Yes	Yes	Yes	Yes	Yes
AIDENN AI	Yes	Yes	Yes	Yes	Yes	Yes	Yes
White Label	No	No	Yes	Yes	Yes	Yes	Yes
Priority Support	No	No	No	No	No	Yes	Yes

Notes

- Minimum two-year contract
- Subject to one off setup and training costs at standard Consultancy rates.
- Credits are pre-purchased on a recurring basis and can be deployed where you need them the most. Combine AI Diagnostics with Helpful Skills, Video Triage and Network Engineer Sessions to create your ideal triage solution.
- You can top up in-between billing cycles with additional credit if required.
- All pricing is based on fair and reasonable usage appropriate to the licensed service tier. Fair usage is determined by typical patterns across our customer base for comparable configurations. Where usage materially exceeds normal operational patterns, we will engage with the customer to discuss optimization, service tier upgrades, or additional capacity allocation. Supplementary charges may apply to reflect additional resources consumed, with 30 days' written notice and no retrospective billing.

06 Consultancy & Service Rates

Consultancy & Professional Service Rates

Offering a service that cannot be bettered

Oneserve’s Professional Services team supports you from initial discovery through to implementation, adoption, and ongoing optimisation. We work in partnership with your teams to understand your objectives, review existing processes, and configure the platform to deliver measurable operational and customer benefits.

Our **consultancy** approach ensures a strong foundation for success. We assess your requirements, identify areas for improvement, and design streamlined workflows aligned to your operating model, helping to ensure a smooth configuration and implementation phase.

Training is delivered using a proven *Train the Trainer* model. We enable a group of Super Users within your organisation who manage the solution and act as the first point of support, cascading knowledge and best practice across teams to drive adoption, consistency, and long-term value from the Oneserve platform.

Role	Daily Rate
Technical Director	£1,595
Technical Manager/Trainer	£1,295

Notes

- Minimum charge of half a day applies to all professional service rates.
- Pricing reflects reasonable professional service time aligned with the project scope. Supplementary charges for additional time may apply and will be communicated with 30 days' written notice.

