



Workpro Case Management Software

G Cloud 15 Pricing (Lot 2b) for Complaints and Casework Versions

Issue 1.0

Workpro case management system is developed by CAS
- an employee-owned technology company.
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1. Document Information

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1.1. Intended Purpose

This document describes the pricing for **Workpro Case Management Software** which can be purchased through the G Cloud 15 framework. This document relates to the following Workpro services under Lot 2b:

- Workpro Complaints management software
- Workpro Casework - case management system

1.2. Document Sections

This document has the following sections:

Section 2 – [Annual Running Costs](#) - these include Licencing, Hosting and Support, plus any Optional Modules you may have chosen.

Section 3 – [Deployment – One-Off Costs](#) - these include initial set-up of your own Workpro instance, training and any Optional Services such as Integration, Configuration and Migration, which you may (or may not) require.

Section 4 – [Notes](#)

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2. Annual Running Costs

Annual Running Costs for Workpro include Licencing, Support and Cloud Hosting. You can also choose to add Hosting Options or Optional Modules if required.

2.1. Licencing

We offer various licence levels to cost-effectively match the user profile of your system.

Item	Description	Licence Price per annum
Professional User Licence	Access to all features for core users. Minimum of 5 per system.	£1,250 per user
Admin User Licence	Access to Admin features for System Administrators. 2 Admin licences included FREE with every system.	£600 per user
Light User Licence	Access to all features (except Admin) for part-time or infrequent users.	£480 per user
Temporary User Licence	To work on a specific case. No access to reports, dashboards, incoming email or admin functions. 10 licences included FREE with every system - can be re-assigned as needed.	FREE

2.2. Support

We recommend a support package is purchased with every system.

Item	Description	Price
Standard support package	30 x 30 minute call-off instances. 10 allocated to maintenance and 20 to user support.	£2,800 per annum
Additional support hours	Additional support hours are charged per hour (7 hours in a day)	£200 per hour or £1,400 per day

2.3. Cloud Hosting

ISO27001 accredited UK hosting with 24/7 Cyber Security Monitoring, Disaster Recovery to a second data centre, Encrypted Data and Back-ups. We offer various hosting levels to cost-effectively match the user profile of your system, with appropriate storage as follows.

We will assess which hosting package is applicable to your requirements based on number of users, volume of cases, storage requirements etc. to ensure you receive best value. The below table offers examples:

Item	Description	Price per annum
Entry-Level Hosting Package	ISO27001 accredited UK hosting with 24/7 Cyber Security Monitoring, Disaster Recovery to a second data centre, Encrypted Data and Back-ups. Including 50GB Data.	£3,600
Mid-Tier Hosting Package	ISO27001 accredited UK hosting with 24/7 Cyber Security Monitoring, Disaster Recovery to a second data centre, Encrypted Data and Back-ups. Including 250GB Data.	£16,000
Large-Tier Hosting Package	ISO27001 accredited UK hosting with 24/7 Cyber Security Monitoring, Disaster Recovery to a second data centre, Encrypted Data and Back-ups. Including 500GB Data and dedicated web front end.	£47,200
Enterprise Hosting Package	For very large systems we configure a hosting environment to meet your precise demands.	Please contact Workpro
Additional storage	Additional storage can be added at any time in 50GB increments	£360

2.4. Hosting Options

The following options can be added to your Workpro Cloud Hosting service if required.

Item	Description	Price
Private Cloud	VPN connection for Workpro hosted system	£700 per annum
Zscaler	Dedicated, load-balanced Zscaler gateway server-pair to integrate with your Zscaler environment	£3,600 per annum
Case mapping option	Data matching hosting provision to support case mapping	£15,000 per annum

2.5. Optional Modules

The following optional modules can be added to your system. Please refer to our Service Definition documents for details.

Item	Description	Price
Entry-Level Workpro Connect Portal	Unlimited use of self serve Workpro Connect portal for customers to submit and collaborate on cases. (For organisations with up to 10,000 cases)	£12,000 per annum
Mid-Tier Workpro Connect Portal	Unlimited use of self serve Workpro Connect portal for customers to submit and collaborate on cases. (For organisations with up to 20,000 cases)	£18,000 per annum
Large-Tier Workpro Connect Portal	Unlimited use of self serve Workpro Connect portal for customers to submit and collaborate on cases. (For organisations with up to 50,000 cases)	£24,000 per annum
Enterprise Workpro Connect Portal	Unlimited use of self serve Workpro Connect portal for customers to submit and collaborate on cases. (For organisations with up to 100,000 cases)	£48,000 per annum
Workpro Webform Licence	Unlimited use of Workpro Webform to log cases into Workpro.	£3,000 per annum

Dynamic Case Access Licence	Enhancement to standard role-based permissions: Define case access permissions based on e.g. region/branch/office. Unlimited use for licenced Workpro users.	£3,000 per annum
SQL Reporting Database	Azure SQL Server reporting database for access from reporting tools like Power BI.	£3,600 per annum
Custom Scheduled Data Import	Support and maintenance of a non-standard scheduled data import into Workpro	£2,800 per annum
Workpro PDF Editor Licence	One per user of Workpro PDF Editor and redaction tool.	£210 per user per annum
Postcode Lookup	Charge per 1,000 lookups	£150 per 1000 lookups
AI Annual Licence	Licence for the Client to access AI functionality from within Workpro. Includes set-up costs for playbook and document summarisation; and 20,000 credits.	£6,000

3. Deployment (One-off Costs)

One off costs include initial set-up of your own Workpro instance, training and any Optional Services such as Integration, Configuration and Migration, which you may require.

3.1. Standard Deployment Service

For initial set-up of your own Workpro instance, we offer different levels of our Standard Deployment Service to cost-effectively match the Professional User profile of your system.

Professional users refers to the number users on the Workpro system with a Professional Workpro licence (as outlined in 2.1 above). This is typically the people in your team who handle cases full-time.

Item	Description	Price
System Deployment	Including: • Deployment of Workpro • Consultation with IT • Single Sign-On (SSO) or Multi-Factor Authentication (MFA) • Project management including meetings	One-off Cost: 5,000
Configuration/ Bespoke Work	Including consultancy, project management, and support. Examples of configuration/ bespoke work include: • Changes to and/or additional case types • Bespoke report development • Bespoke data migrations/ integrations	Charged at Day Rate (see Cloud Support Services, Lot 3)

3.2. Standard Training Package

We recommend one Standard Training Package is purchased with every system.

Item	Description	Price
Standard Training Package	Training for Users, Administrators and Report Writers. Each session can have up to 8 attendees. Online recorded sessions in manageable chunks.	£2,800

3.3. Deployment of Optional Modules

The following optional modules have a one-off cost to deploy.

Item	Description	Price (one-off)
Standard Workpro Connect Set-up	Set-up of self-serve Workpro Connect portal to submit and collaborate on cases.	£7,000
Standard Workpro Webform Set-up	Set-up of Workpro Webform for client system	£2,800
SQL Reporting Database	Set-up of Azure SQL Server reporting database for access from reporting tools like Power BI.	£2,800
Dynamic Case Access Set-up	Set-up Dynamic Case access for client system	£7,000
Automated Case Correspondence Set-up	Send emails or create letters based on time lapsed from receipt date. Set-up of 3 correspondence items (e.g. Acknowledgement, 4 week/ 8 week follow-up)	£2,800
Set-up of Custom Email for Workpro hosted system	Receive emails in to Workpro using your organisation's email address	£1,400
Set-up of Custom URL for Workpro hosted system	Use your organisation's URL to access Workpro rather the default.	£350
VPN Set-Up	Liaison with IT to configure site-to-site VPN.	£700
Additional AI Credits	Each processing activity will cost a number of credits, depending on the activity: • Document summary: 1 credit / document • Case chronology: 15 credits / chronology • Document drafting: 5 credits / document • Case assessment / recommendations: 15 credits / assessment	£0.12 per credit
Set-up of AI Case Chronology	Consultancy to define playbook for AI case chronology to suit your organisation	£1,500 per case type
Set-up of AI Document Drafting	Consultancy to define playbook for AI document drafting to suit your organisation	£500 per type of document
Set-up of AI Case Assessment	Consultancy to define playbook for AI case assessment to suit your organisation	£1,000 per case type

3.4. Optional Services

Workpro is very flexible and your deployment can be supported in any way you need, for example:

- Integration with another system
- Migration of existing data and documents
- Changes and additions to the standard Workpro configuration.

These optional services are charged at the appropriate day rate according to our SFIA rate card (refer to our service listing). The number of days will be quoted for and agreed with you prior to any work commencing, in accordance with your requirement.

Workpro Cloud Support Services are also listed under G Cloud 15 Lot 3 - Cloud Support should you require them at any point in the future.

4. Notes

- All costs are in UK pounds (£).
- Prices are exclusive of VAT.
- Price Reviews may be included in your Call Off Contract, by mutual agreement.
- We will provide a quotation based on your specific needs, including any Optional Modules or Additional Services you choose.
- Testing is carried out as standard with any client deployment.
- Cloud Hosted Workpro - Technical Notes are available to share with IT colleagues so that any non-standard connection, email or access requirements can be identified and provision made. The Workpro Infrastructure team is happy to advise and will work with your IT colleagues and/or provider during your system set-up. If any additional work is required, this will be charged according to our Professional Services day rate - please refer to our SFIA rate card in our service listing.