



WORKPRO CASE MANAGEMENT SUPPORT SERVICES

G CLOUD 15 CLOUD SUPPORT (LOT 3) PRICING

Issue 1.0

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

www.workpro.com

WORKPRO CASE MANAGEMENT SUPPORT SERVICES

Workpro Cloud Support Services are available to support Workpro Cloud Software (listed in G Cloud 15 Lot 2b):

- Workpro Complaints management software
- Workpro HR and Employee Relations case management software
- Workpro Requests – FOI, EIR and DPA case management software
- Workpro Casework case management System.

Services include planning, setup and migration, integration, training, and configuration changes or additions.

The services are summarised below - please refer to our Service Definition document for more details. Services are charged at the appropriate day rate according to our SFIA rate card. We can advise on services and the number of days required, and will produce a quotation based on our understanding of specific client needs.

Testing is carried out as standard with any client deployment.

Item	Description	Cost (Excl. Vat)
Planning	Implementation planning, requirements gathering and specification production.	<i>See Workpro SFIA rate card</i>
Set Up and Migration	• Case Data Migration • Case Document Import	<i>As above</i>
Integration	Integration with other client systems, client authentication systems or client branding, e.g.: • CRM, Payroll etc. • Email routing • Single Sign On, Two Factor Authentication • Site branding • Scanner integration • Telephony integration	<i>As above</i>
Training	Additional User, System Administrator or Report Writer training sessions can be purchased at any time.	<i>As above</i>
Configuration	Changes and additions to the standard product e.g. case types, workflows, reports etc. Users can create reports and maintain many elements of the system without our input, but help is always available if required.	<i>As above</i>