



Call Reporting from Redcentric

Price Card

G Cloud 15

Lot 2b – Software as a Service (SaaS)

January 2026

redcentric

AGILE • AVAILABLE • ASSURED

Call Reporting from Redcentric

Call Reporting from Redcentric is a secure web-based reporting service that is fully integrated with Redcentric Unity IP Voice service, providing customers with meaningful insights into their ongoing business operations. This service offers a feature rich, fully customisable selection of real-time dashboards and historic reports, that are ideally suited to all customer environments.

Call Reporting from Redcentric is compatible with Redcentric Unity IP Voice and Unity Extend services also available from G Cloud.

Pricing

All prices exclude VAT.

This Service is subject to a Call-Off Contract Period of 12 and 36 months and a Minimum Period of Service of 12 months.

Lot 2 discounts will be applied to the prices set out in this Price Card and calculated based on the total annual Call-Off Contract value – see Table 1 for details.

Discounts

Table 1 – Annual Call-Off Discounts.

Annual Call-Off Value	Discount %
less than £250,000	2%
between £250,001 and £500,000	4%
between £500,001 and £1,000,000	5%
between £1,000,001 and £2,500,000	6%
between £2,500,001 and £5,000,000	8%
over £5,000,000	10%

Call Reporting

Site Licence

Table 2 – Call Reporting Site Licence set up.

Service Order Reference Number	Site Licences	Call-Off Contract Period	One-Off Charge
N-IPVC-503(S)	1000 Type Site Licence	12 months	£195.00
N-IPVC-506(S)	2000 Type Site Licence	12 months	£450.00
N-IPVC-503(S)	1000 Type Site Licence	36 months	£125.00
N-IPVC-506(S)	2000 Type Site Licence	36 months	£350.00

User Licences

Table 3 - Monthly Recurring Charge Call Reporting Per User Licence. Prices are based on volumes in the Buyer's initial order.

Service Order Reference Number	User Licences	Call-Off Contract Period	1 to 499 Per User Licence	500 to 999 Per User Licence	1,000+ Per User Licence
N-IPVC-504	1000 Type Extension Licence	12 months	£3.50	£3.35	£3.10
N-IPVC-505	1000 Type Supervisor Licence	12 months	£10.00	£9.50	£8.75
N-IPVC-507	2000 Type Extension Licence	12 months	£3.60	£3.45	£3.20
N-IPVC-508	2000 Type ACD User Licence	12 months	£15.00	£14.25	£13.50
N-IPVC-509	2000 Type Supervisor Licence	12 months	£25.00	£24.00	£23.00
N-IPVC-504	1000 Type Extension Licence	36 months	£2.75	£2.35	£1.95
N-IPVC-505	1000 Type Supervisor Licence	36 months	£8.50	£8.15	£7.50
N-IPVC-507	2000 Type Extension Licence	36 months	£2.85	£2.45	£2.05
N-IPVC-508	2000 Type ACD User Licence	36 months	£12.75	£12.25	£10.75
N-IPVC-509	2000 Type Supervisor Licence	36 months	£22.00	£21.00	£19.50

Professional Services

Table 4 – Professional Services charges for additional design, configuration, and installation are detailed below.

Professional Services	Unit	One-Off Charge
Project Manager	Per Day	£625.00
Senior Project Manager	Per Day	£750.00
Solutions Architect	Per Day	£700.00
Senior Solutions Architect	Per Day	£950.00
Engineering Time Remote	Per Day	£390.00
Engineering Time Onsite	Per Day	£475.00
Engineering Time - Out of Hours	Per Hour	£95.00
Engineering Time - Weekend	Per Hour	£180.00

Standard Deliverables

- Service Setup
- Service Configuration
- 24 / 7 Support

Ending the contract without reason

If the Customer terminates the Call-Off Contract, all or part of it, before the Call-Off Contract end date, as set out in paragraph 13.2.2 of the General Terms, the Customer must give the Supplier no less than 90 days' notice.

The Buyer must promptly pay all outstanding Charges incurred to the Supplier and must pay the Supplier reasonable committed and unavoidable losses as set out in clause 13.5.3 of the General Terms. The Supplier's committed costs over the Contract Period are:

- in Year 1, 100% of any monthly recurring Charges payable by the Buyer; and
- in the remainder of the Contract Period, 30% of any monthly recurring Charges payable by the Buyer.

HEAD OFFICE

Central House
Beckwith Knowle
Harrogate
HG3 1UG

T 0800 983 2522

E sayhello@redcentricplc.com

W www.redcentricplc.com

redcentric

AGILE • AVAILABLE • ASSURED

