



# **WORKPRO COMPLAINTS MANAGEMENT SYSTEM**

## **CLOUD SOFTWARE PRICING**

### **G CLOUD 10 – LOT 2**

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## 1 WORKPRO CLOUD SOFTWARE PRICING

This document details pricing for Workpro Complaints Management System listed on G Cloud 10 Lot 2 – Cloud Software.

### Note on Setup Service

All Workpro implementations require the one-off Setup Service included below. Please see section 5 of the associated Workpro Cloud Software Service Description for details.

### 1.1 Usage Based Licencing Option

Workpro G Cloud 10 licencing can be charged according to monthly usage. Alternatively, see the Annual Subscription Licencing model in section 1.2 below.

If the Usage Based Licencing model is chosen, monthly user login reports are generated by CAS to determine how many users have logged in that month. An invoice will be produced based on that number. A user is defined as a named individual and usage is defined as the initial login for that named individual in a calendar month.

Pricing per component under this model is as follows:

COMPONENT	Options	DESCRIPTION	COST (all excl. VAT)
<b>Cloud Hosted Workpro Complaints</b>	Private Cloud <b>Workpro Complaints</b> package.	Including encryption of data at rest and backups. Hosted on UK based data centre infrastructure.	£200 per month
<b>Setup Service</b>	Client setup on the Workpro Private Cloud.	Includes security setup.	£3,600 (one-off cost)
<b>User Licences</b> <i>Usage Based Model</i>	Workpro User Licence	Access to Workpro, usage logged per user and invoiced monthly	£70 per user per month

### 1.2 Annual Subscription Licencing Option

If preferred, buyers can opt for an annual subscription licencing model. This model includes three licence levels to offer clients the most appropriate levels of access for different user types at fair pricing.

Pricing per component under this model is as follows:

COMPONENT	Options	DESCRIPTION	COST (all excl. VAT)
<b>Cloud Hosted Workpro Complaints</b>	Private Cloud <b>Workpro Complaints</b> package.	Including encryption of data at rest and backups. Hosted on UK based data centre infrastructure.	£200 per month
<b>Setup Service</b>	Client setup on the Workpro Private Cloud.	Includes security setup.	£3,600 (one-off cost)
<b>User Licences</b> <i>Annual Subscription Model</i>	Professional User Licence	Caseworkers and their managers who need full access to Workpro.	£66 per user per month (volume discounts from 10-50% are available)
	Business User Licence	Frontline case workers or other managers who need access to	£30 per user per month (volume discounts from

	Occasional User Licence	Workpro <i>without</i> Report Builder or Admin Section.  Other staff members who need access to Workpro, <i>without</i> Office Caseload, Reports or Admin Section.	10-50% are available)  £10 per user per month
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### 1.3 Optional Modules

COMPONENT	Options	DESCRIPTION	COST (all excl. VAT)
<b>Workpro Web Form</b>	Workpro Webform with Unlimited User Licence	Simplified one-page interface for easy logging of cases by frontline staff and others.	£200 per month
<b>SMS Text Integration</b>			5p per text
<b>MS Outlook Plug In</b>		File emails and their attachments directly into correspondence folder of existing case.	£100 per month
<b>Postcode Address Lookup</b>			10p per lookup

### 1.4 Workpro Cloud Support

Additional services can be purchased through **Workpro Cloud Support Services** in **G Cloud 10 Lot 3**.

These services can include the following to support a client's implementation if required:

- Configuration Changes or Additions
- Reporting Services
- Integration Services
- Data Migration Services
- Training
- Support and Maintenance packages.

Please see section 5 of the associated **Workpro Cloud Software Service Description** for details. For costs please refer to the **Workpro Cloud Support Pricing** document in G Cloud 10 Lot 3.