



the communications integration platform™

storm® **CONTACT™**

Pricing Summary

Revision 1.00

Description

storm® CONTACT™ is a multi-channel CCaaS (Contact Centre as a Service) solution for inbound and outbound interactions, delivering iACD® (intelligent Automated Contact Distribution) for any size of organisation. This connects people and devices to the best automated or live resources, however, wherever, whenever and in whatever quantity they interact.

Pricing Summary

Line Item	Billing Rule	Price	Category	Notes
System Setup CONTACT Seat	One-off per User	£50.00	Professional Services	
CONTACT Seat Base	Per Named User Per Month	£11.25	Software	
Voice-only CONTACT Seat 1-50	Per Concurrent User Per Month (Base Licence also required)	£56.25	Software	
Voice-only CONTACT Seat 51-150	Per Concurrent User Per Month (Base Licence also required)	£55.55	Software	
Voice-only CONTACT Seat 151-500	Per Concurrent User Per Month (Base Licence also required)	£54.17	Software	
Voice-only CONTACT Seat 501+	Per Concurrent User Per Month (Base Licence also required)	£50.87	Software	
CONTACT:EMAIL Seat 1-50	Per Concurrent User Per Month (Base Licence also required)	£13.50	Software	
CONTACT:EMAIL Seat 51-150	Per Concurrent User Per Month (Base Licence also required)	£13.33	Software	
CONTACT:EMAIL Seat 151-500	Per Concurrent User Per Month (Base Licence also required)	£13.00	Software	
CONTACT:EMAIL Seat 501+	Per Concurrent User Per Month (Base Licence also required)	£12.21	Software	

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Line Item	Billing Rule	Price	Category	Notes
CONTACT:SMS Seat 1-50	Per Concurrent User Per Month (Base Licence also required)	£13.50	Software	
CONTACT:SMS Seat 51-150	Per Concurrent User Per Month (Base Licence also required)	£13.33	Software	
CONTACT:SMS Seat 151-500	Per Concurrent User Per Month (Base Licence also required)	£13.00	Software	
CONTACT:SMS Seat 501+	Per Concurrent User Per Month (Base Licence also required)	£12.21	Software	
CONTACT:WEB CHAT Seat 1-50	Per Concurrent User Per Month (Base Licence also required)	£13.50	Software	
CONTACT:WEB CHAT Seat 51-150	Per Concurrent User Per Month (Base Licence also required)	£13.33	Software	
CONTACT:WEB CHAT Seat 151-500	Per Concurrent User Per Month (Base Licence also required)	£13.00	Software	
CONTACT:WEB CHAT Seat 501+	Per Concurrent User Per Month (Base Licence also required)	£12.21	Software	
CONTACT:SOCIAL 1-50	Per Concurrent User Per Month (Base Licence also required)	£22.50	Software	
CONTACT:SOCIAL 51-150	Per Concurrent User Per Month (Base Licence also required)	£22.22	Software	
CONTACT:SOCIAL 151-500	Per Concurrent User Per Month (Base Licence also required)	£21.67	Software	
CONTACT:SOCIAL 501+	Per Concurrent User Per Month (Base Licence also required)	£20.35	Software	

Pricing Summary

Line Item	Billing Rule	Price	Category	Notes
CONTACT Recording 1-50	Per Concurrent User Per Month	£22.50	Software	
CONTACT Recording 51-150	Per Concurrent User Per Month	£22.22	Software	
CONTACT Recording 151-500	Per Concurrent User Per Month	£21.67	Software	
CONTACT Recording 501+	Per Concurrent User Per Month	£20.35	Software	
CONTACT PADLOCK™	Per Named User Per Month	£22.50	Software	
CONTACT Supervisor Setup	Per Named User	£50.00	Professional Services	
CONTACT Supervisor	Per Named User Per Month (Base Licence also required)	£101.25	Software	
CONTACT RECORDER™ Manager	Per User Per Month	£33.75	Software	
CONTACT OUTBOUND™ 1-50	Per Concurrent User (Base Licence and voice Licence also required)	£50.63	Software	
CONTACT OUTBOUND 51-150	Per Concurrent User (Base Licence and voice Licence also required)	£49.99	Software	
CONTACT OUTBOUND 151-500	Per Concurrent User (Base Licence and voice Licence also required)	£48.75	Software	
CONTACT OUTBOUD 501+	Per Concurrent User (Base Licence and voice Licence also required)	£45.78	Software	
FLOW™ Basic	Per User Per Month	£450.00	Software	
FLOW Advanced	Per User Per Month	£562.50	Software	

Pricing Summary

Line Item	Billing Rule	Price	Category	Notes
VIEW™ Historical Report Viewer	Per User Per Month	£56.25	Software	
VIEW Historical Administrator	Per User Per Month	£225.00	Software	
VIEW Real-time Administrator	Per User Per Month	£225.00	Software	
VIEW Real-time Wallboard Feed	Per User Per Month	£56.25	Software	
VIEW Reporting Integration Licence	Per User Per Month	PoA	Software	For feeding external data sources into VIEW
INTEGRATE™ Setup	Per Day	£1,200.00	Professional Services	Integration with third-party CRM
INTEGRATE Licensing	Per Month	PoA	Software	Depends on complexity
Partition Setup & configuration	Per Day	£1,200.00	Professional Services	As Per SFIA Rate Card
Professional Services	Per Day	£1,200.00	Professional Services	As Per SFIA Rate Card
Professional Services	Per Hour	£150.00	Professional Services	As Per SFIA Rate Card
Secure Two-Stage Authentication Token	Per Token	£75.00	Hardware	One token required per supervisor & administrator
Secure Two-Stage Authentication Hosting	Per Token Per Month	£6.25	Software	One token required per supervisor & administrator



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storm[®] CONTACT[™]

Europe's leading cloud
contact centre solution



The contact centre is going through its most important change in almost thirty years. Driven by rapid advances in digital technology, the ways in which customers engage with both enterprise and governments have moved on a long way from the 9-5 Monday to Friday call centre.

Today we expect rapid, easy-to-use, highly-accurate customer service, which means offering anytime, anywhere, any-channel, any-device communication that links customers and citizens to data-rich environments that are both automated and people-assisted.

During 2017 and 2018, enhanced customer engagement through cloud contact centres will provide earlier adopters with a strong competitive advantage and beyond that will be the norm, with latecomers struggling to survive.

The European marketplace has led the way in the adoption of cloud contact centres, with highly successful deployments starting ten years ago. During the last two years the global adoption of cloud has started to take off, with small to mid-sized contact centres (up to 250 seats) the main users, predominantly using voice. The next wave of change has started with larger contact centres (thousands and tens of thousands of seats) migrating to the cloud and utilising digital channels such as email, SMS, social media and chat in addition to voice.

Over the past decade we are delighted to have become Europe's leading cloud contact centre provider, with our **storm**[®] platform supporting nearly a thousand large enterprises. No other vendor works to the scale of **storm**, with organisations running multi-thousand seat deployments for mission-critical applications in sectors such as financial services, utilities and public sector. **storm's** scale, together with its powerful integration connects to hundreds of third-party applications such as CRM and WFM, fully integrated multi-channel communications capabilities and five-nines availability makes it the game-changer in the space.



We're excited to bring the power of **storm** to the contact centre marketplace and look forward to helping you transition smoothly into the cloud.

Sean Taylor, Global CEO, Content Guru

Key Facts

Multi-award winning capabilities



Cloud Provider
of the Year



Best Use of
Cloud Services



Best Digital
Transformation



Best Vertical
Market Solution



THE QUEEN'S AWARDS
FOR ENTERPRISE:
INNOVATION
2016

Virtually unlimited scalability



Europe's largest platform, scalable to meet and exceed the demands of the world's largest contact centres; mass scale deployment across all channels

Mission-critical reliability



Robust platform delivering 99.999% ("five nines") availability; vital services deployed in government, healthcare, utilities and travel

Functional depth and integrations



Integration with hundreds of applications such as CRM, WFM and logistics. Fully-integrated communications through channels such as social media, SMS, email, web chat, web, voice and video.

Omni-Channel Cloud Contact Centre

Differentiators

Omni-Channel

storm offers a single, blended queue across every channel of communication, enabling true omni-channel service delivery and complete end-to-end customer journeys. Customisable real-time and historical reporting provides full visibility over all interactions, and routing plans can be adjusted rapidly through an intuitive graphical service management tool.

Integration

storm is designed to open standards, and can integrate with any third-party system, application or database. There are currently hundreds of integrations live on **storm**, with a variety of platforms from mainstream CRM (e.g. Salesforce and Microsoft Dynamics), UC (e.g. Skype for Business and legacy Lync deployments) WFM (e.g. Verint and Teleopti) through to bespoke integration work with proprietary databases and systems such as secure electricity network monitoring (which feeds through live information on power status into utility contact centres).

SLA Services

Many **storm** clients operate large contact centres in mission-critical environments, such as the National Health Service (NHS) in healthcare, TUI Group in Travel, as well as numerous utilities and government organisations. The platform's default Service Level Agreement (SLA) defines 99.999% ("five nines") availability as standard, ensuring that these vital services can depend on the **storm** cloud. Architecturally, **storm** is multi-sited in a highly-resilient configuration, and is embedded directly within carrier networks to ensure that there is no single point of failure across either hardware or networking.

The underlying hardware and software is completely proprietary and has been continually developed and refined for over two decades.

Agility and Innovation

As a true cloud platform, all technology is already live and available on **storm**. Research and Development (R&D) is a core part of Content Guru's business, and new innovations are continually rolled out to ensure that customers can access the latest technologies – and future-proof their contact and customer engagement strategies. With the ability to deploy all services within a single agent browser (and no need for physical infrastructure), rollout times event of large and complex solutions are very rapid.

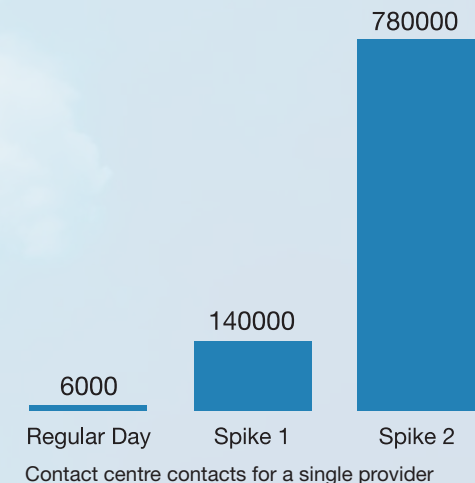
Content Guru demonstrated the first integration of WebRTC technology with contact centre capabilities, a feature which has been continually developed to include multi-party video chat and advanced collaboration (see right within the Desktop Task Assistant agent interface).



Multiple live video streams and desktop sharing via WebRTC integration in a single agent desktop

Scalability

Content Guru was early-to-market with cloud contact centre capabilities through **storm** and the platform has been continually refined and expanded for over a decade, giving it an enormous capacity. During large-scale incidents, the platform seamlessly scales to handle any concurrent volume for every client on the platform at the same time. The graph on the right illustrates the impact of two events to hit the UK, Spike 1 and Spike 2, on a single provider. **storm** scaled on-demand to handle enormous spikes in usage, connecting customers to the information they needed and automating 93% of these enquiries.



Solution trusted by



World's fifth-largest employer
storm delivers multi-award-winning scalable,
intelligent patient routing across NHS London

"The **storm** platform delivers an amazing set of capabilities which have transformed the way NHS 111 operates. We're really excited to implement further capabilities through **storm** as we go forward, and the platform will be instrumental in realising our digitalisation objectives. Most importantly, however, is that we're able to substantially improve the experience of Londoners calling NHS 111 and the outcomes of our patients, ensuring that they get through to the care and support they need, when they need it, first time."

*Eileen Sutton, Head of Urgent and Emergency Care Programme (111 and Integrated Urgent Care)
Healthy London Partnership and NHS England London Region*



World's largest security provider
storm enables secure automation of cash
ordering system

"As the world's biggest security brand, it's critical to G4S' operations that it continually optimises its processes, since any leak of confidential information could put large sums of money, and even lives, at risk. However, such a massive business also needs to operate efficiently. **storm**'s three-phased solution gave G4S the flexibility to migrate to a cloud model for cash ordering. Its carrier-grade data centres and ISO27001 and PCI accredited operations mean we can be comfortable allowing the platform to interface securely with our own systems, eliminating human error and accelerating the entire process."

Michael McDermott, IT Project Manager, G4S Cash Solutions



World market leader in 'Quality of Life' services
storm provides scalable, virtualised, unified
contact centre capabilities

"The **storm** Cloud Contact Centre helps us to improve our employee and customer experience and ensures that we can maintain and continue to deliver the high standards that our customers expect. With **storm**'s ability to scale to handle any demand across all geographies, our agents are now able to handle customer interactions more effectively, wherever they come from and in whatever volume. Since deployment we have already cut our volume of dropped calls by two-thirds, and we are excited for the possibilities of **storm** as we go forward."

Leroy Zebeda, Customer Service Desk Manager at Sodexo



World's largest flower ordering service
storm delivers scalable, multi-channel
contact routing

"As a global delivery network of florists and customers, communications are key to getting orders delivered accurately and punctually. With **storm** we're delivering better access to customers and florists and improving efficiency in our contact centre. Our Florist Priority Line, for example, connects florists to agents with accurate order information, while smart routing enables us to send many customers' calls directly to the florists handling their orders. **storm** helps us deliver superior customer experience and improve operational performance – 75% of online orders are delivered same-day within 4 to 5 hours. We now have additional **storm** modules on our roadmap as we look to unify all our communications on a centralised **storm** Cloud Contact Centre."

Leon Siepman, ICT Manager, Fleurop Interflora

Get in Touch:

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