



G Cloud 11 Pricing Document

Making Government communications better

Intelligent Multichannel Messaging



Interactive Business SMS



A fully auditable Interactive Business SMS solution to enable Customers to reach out to Clients utilising a widely accepted communications platform.

Contract type:

- Multiple Options
- Create an unlimited number of Templates
- Standard SMS reports both Inbound and Outbound

Optional extras:

- Virtual Mobile Number: **£10** per month per number (12 months min)
- Short code: **£10** per month per phrase/number (12 months min)

G Cloud 11 Pricing	
SMS price per month	Price Per SMS
2000	4p
5,000	3.8p
10,000	3.5p
20,000	3p
50,000	2.6p
100,000	2p
250,000	POA
500,000	POA
1,000,000	1.95p

SMS Chat



A fully auditable SMS Chat solution to enable a contact team the ability to handle multiple customer chats in one go.

Package:

- Standard level Chat
- 1 Standard team
- Closure codes Standard
- Reports
- 2 days “Go live” telephone support
- 1 Days training of team members

Pricing:

- Initial set up cost: *(from)* **£POA**
- Maintenance costs: **£50** per month
- SMS credit costs in line with Business SMS pricing

Digital Customer Survey



A fully auditable process to enable you to receive genuine customer feedback and increase customer satisfaction ratings with a Digital Customer Survey.

The pricing structure for surveys varies depending on your requirements. Below can be used as a guide, this is for a survey that is taking place weekly over a number of months:

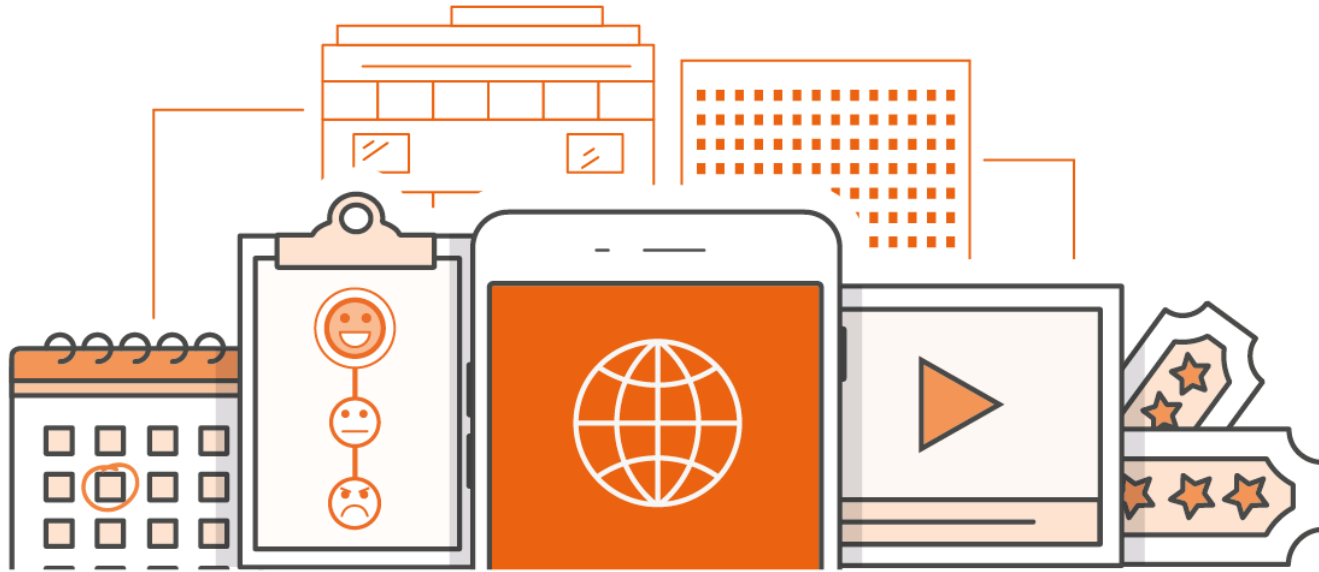
Package:

- 1 Long number
- Creation of Linear or branched survey (maximum 10 questions)
- Standard report
- Single recipient upload (file)
- 2 days “Go live” telephone support

Pricing:

- One of setup fee: **£425**
 - Including monthly active survey fee for the first 12 months
- Price per outgoing SMS: **4p**
- Virtual Mobile Number monthly fee: **£10**
- Monthly maintenance fee: **£25**

Esendex Mobile and Web



YOUR LOGO

Name
Luke Jones

Number
07912345678

Your requirements
[Text input field]

SUBMIT

YOUR LOGO

1 Would you recommend us to friends and family?
☒ Yes ☐ No

2 How happy were you with our services?
[Smiley face] [Neutral face] [Sad face]

3 Any other comments?
The staff at the London store were great! Top service!

YOUR LOGO

Your bill
£45.00

CLICK HERE TO PAY

YOUR LOGO

< This month >

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AMEND APPOINTMENT

Debt Automation



A fully automated solution to assist you with chasing debt using low cost, interactive, digital communications to send SMS reminders to both mobile phones and landlines.

Package: Debt Automation

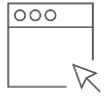
- Monthly Plan
- Unlimited Users
- Unlimited number of Campaign Templates
- Standard reports
- 2 days go live telephone support

Pricing:

- One off set up costs: **£POA**
- Development costs: **£POA**
- Would include 10,000 SMS credits. *Please see the Interactive Business SMS for credit pricing*
- Maintenance: **£100** p/m (12 months minimum)

Fully accurate pricing cannot be established until a requirements meeting has taken place and the project has been fully scoped.

Mobile Payment Journey



Mobile payment journeys is one example of a Mobile Journey that enables you to provide a tailored digital payment experience for your customer on a variety of hosted web pages.

Package: Mobile Journey

- Foundation Payment Journey without ID&V
- Short URL (Single URL)
- Foundation payment journey
- Standard activity report
- Dedicated Account Manager
- 2 days of go live support

Pricing:

- One off set up costs: *(from)* **£POA**
- Monthly Maintenance: **£100** p/m (12 months minimum)

Mobile Journey examples

