

MediQueue Pro - Hospital Queue Management System Pricing Proposal

Executive Summary

MediQueue Pro is a comprehensive hospital queue management system designed to streamline patient flow, reduce wait times, and enhance overall hospital efficiency. This document outlines the premium pricing structure based on current hardware market rates and enhanced service offerings in Kenya.

SYSTEM OVERVIEW

MediQueue Pro transforms traditional hospital queuing systems by digitizing the entire patient journey from registration to service delivery. The system reduces patient wait times by up to 60%, improves staff efficiency by 45%, and enhances patient satisfaction scores significantly.

PRICING STRUCTURE

Option 1: Complete Package Solution

Total Investment: KES 2,225,000

Component	Price (KES)	Description
Base System Software	1,125,000	Core queue management platform
Hardware Package	560,000	Updated realistic hardware costs
Installation & Training	225,000	On-site setup and staff training

Component	Price (KES)	Description
1-Year Support	135,000	Technical support and updates
TOTAL	2,225,000	One-time investment

Option 2: Modular Implementation

Choose only the modules you need

CORE MODULES BREAKDOWN

1. Patient Interface Module

Price: KES 382,500

Features Included:

- Digital ticket generation system
- Real-time queue position display
- Multiple language support
- Patient notification system
- Mobile ticket integration
- Advanced patient engagement features
- Custom branding integration

Business Value:

- Reduces front desk congestion by 70%
- Eliminates paper ticket costs
- Improves patient first impression
- Enhances patient satisfaction scores

2. Admin Dashboard Module

Price: KES 427,500

Features Included:

- Real-time queue monitoring
- Staff performance analytics
- Multi-counter management
- Priority patient handling
- Queue redistribution tools
- Advanced reporting capabilities
- Custom workflow configurations

Business Value:

- Reduces administrative workload by 50%
- Provides data-driven decision making
- Enables efficient resource allocation
- Improves operational visibility

3. Voice Announcement System

Price: KES 292,500

Features Included:

- Automated voice calls
- Multiple language support
- Custom announcement creation
- Integration with display systems
- Emergency broadcast capability
- Voice customization options
- Multi-zone audio management

Business Value:

- Reduces missed calls by 90%
- Supports visually impaired patients
- Enhances overall patient experience
- Improves facility accessibility

4. Reporting & Analytics Module

Price: KES 337,500

Features Included:

- Daily performance reports
- Patient flow analytics
- Staff efficiency metrics
- Peak hour identification
- Custom report generation
- Export to Excel/PDF
- Predictive analytics
- KPI dashboards

Business Value:

- Identifies operational bottlenecks
- Measures ROI accurately
- Supports strategic planning
- Enables continuous improvement

5. Multi-Branch Management

Price: KES 247,500

Features Included:

- Centralized monitoring
- Branch performance comparison
- Standardized reporting
- Remote configuration
- Consolidated analytics
- Cross-facility reporting
- Centralized billing

Business Value:

- Essential for hospital chains
 - Standardizes patient experience
 - Centralized control
 - Enables enterprise-wide optimization
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HARDWARE PACKAGES (UPDATED PRICING)

Basic Hardware Package: KES 560,000

Item	Quantity	Unit Price (KES)	Total (KES)
Computer System	2	100,000	200,000
32" Display Screens	4	50,000	200,000
Thermal Ticket Printers	3	40,000	120,000
Sound System	1	30,000	30,000
Cables & Accessories	-	-	10,000
TOTAL			560,000

Advanced Hardware Package: KES 880,000

Item	Quantity	Unit Price (KES)	Total (KES)
High-spec Computer	3	120,000	360,000
43" Display Screens	6	55,000	330,000
Thermal Ticket Printers	5	40,000	200,000
Premium Sound System	1	45,000	45,000
Network Equipment	-	-	25,000
Cables & Accessories	-	-	20,000
TOTAL			880,000

Enterprise Hardware Package: KES 1,250,000

Item	Quantity	Unit Price (KES)	Total (KES)
Server + Workstations	4	150,000	600,000
55" Display Screens	8	65,000	520,000
Thermal Ticket Printers	6	40,000	240,000
Zone Sound System	1	70,000	70,000
Network Infrastructure	-	-	50,000
UPS Backup	2	35,000	70,000
TOTAL			1,250,000

IMPLEMENTATION SERVICES

Standard Implementation: KES 225,000

- On-site system installation
- Staff training (2 sessions)
- Basic configuration
- 30-day hand-holding support
- Documentation provided
- Project management
- Quality assurance testing

Premium Implementation: KES 360,000

- Comprehensive installation
- Extended staff training
- Workflow optimization
- 90-day enhanced support
- Customization services
- Performance benchmarking

- Change management support
 - Post-implementation review
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SUPPORT & MAINTENANCE PLANS

Basic Support Plan: KES 135,000/year

- Phone and email support
- Software updates
- Bug fixes
- Remote troubleshooting
- 9 AM - 5 PM support hours
- Monthly system health reports
- Security updates

Premium Support Plan: KES 225,000/year

- 24/7 priority support
- Guaranteed 2-hour response
- On-site emergency support
- Quarterly system health checks
- Feature enhancement requests
- Performance optimization
- Dedicated support engineer

Enterprise Support Plan: KES 360,000/year

- Dedicated account manager
- 24/7 premium support
- Monthly performance reviews
- Custom feature development
- Training refresh sessions
- System optimization services
- Strategic planning sessions
- Vendor management support

COMPLETE PACKAGE OPTIONS

Silver Package: KES 2,225,000

- All 5 Software Modules
- Basic Hardware Package
- Standard Implementation
- 1 Year Basic Support
- Documentation and training materials
- 30-day money-back guarantee

Gold Package: KES 3,135,000

- All 5 Software Modules
- Advanced Hardware Package
- Premium Implementation
- 2 Years Premium Support
- Priority feature development
- Dedicated account manager
- Extended warranty

Platinum Package: KES 4,155,000

- All 5 Software Modules
 - Enterprise Hardware Package
 - Premium Implementation
 - 3 Years Enterprise Support
 - Custom Features Development
 - Unlimited training sessions
 - 24/7 dedicated support
 - Strategic partnership benefits
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PAYMENT OPTIONS

Option A: Full Payment

- 5% discount on total package
- Priority implementation scheduling
- 3 extra months of free support
- Extended warranty coverage

Option B: 50-50 Payment

- 50% upfront, 50% after installation
- Standard implementation timeline
- Regular support terms apply
- Flexible payment terms available

Option C: Quarterly Installments

- 30% upfront, then 4 quarterly payments
- 5% administrative fee applies
- Suitable for budget-conscious facilities
- Credit facilities available for qualified clients

RETURN ON INVESTMENT ANALYSIS

Cost Savings Projection

Area	Monthly Saving	Annual Saving
Reduced Staff Overtime	KES 45,000	KES 540,000
Paper & Printing Costs	KES 18,000	KES 216,000
Improved Efficiency	KES 75,000	KES 900,000

Area	Monthly Saving	Annual Saving
Better Resource Utilization	KES 30,000	KES 360,000
Reduced Patient Wait Times	KES 35,000	KES 420,000
Enhanced Patient Retention	KES 25,000	KES 300,000
TOTAL ANNUAL SAVINGS	KES 228,000	KES 2,736,000

Payback Period

- **Silver Package Cost:** KES 2,225,000
- **Annual Savings:** KES 2,736,000
- **Payback Period:** ~10 months

Additional Value Metrics

- Patient satisfaction increase: 40-60%
- Staff productivity improvement: 35-50%
- Operational efficiency gain: 45-65%
- Revenue per patient increase: 15-25%

WHY CHOOSE MEDIQUEUE PRO?

1. **Proven Technology** - Used by 50+ hospitals in East Africa with documented success stories
2. **Local Support** - Kenyan-based technical team with rapid response times
3. **Customizable** - Tailored to your hospital's unique workflow and requirements
4. **Scalable** - Grows with your institution from single clinic to multi-hospital chains
5. **Cost-Effective** - Rapid ROI and ongoing savings with premium service quality
6. **Hardware Quality** - Premium equipment with local warranty and maintenance
7. **Premium Service** - Enhanced implementation and support services with dedicated resources
8. **Industry Expertise** - Deep understanding of healthcare operations and challenges

VALUE-ADDED SERVICES INCLUDED

Enhanced Implementation Benefits

- Dedicated project manager with healthcare experience
- Comprehensive workflow analysis and optimization
- Staff change management and adoption support
- Performance optimization and tuning
- Extended training materials and resources
- Quality assurance and testing protocols
- Post-implementation optimization reviews

Premium Support Features

- Faster response times with guaranteed SLAs
- Proactive system monitoring and health checks
- Regular performance reviews and optimization
- Priority feature requests and development
- Dedicated technical account manager
- Strategic business reviews quarterly
- Vendor management and coordination

Enterprise-Grade Security

- Data encryption and security protocols
- Regular security updates and patches
- Compliance with healthcare data regulations
- Backup and disaster recovery planning
- Access control and user management
- Audit trails and compliance reporting

NEXT STEPS

1. **Schedule Demo** - 45-minute personalized online demonstration
 2. **Needs Assessment** - Comprehensive free workflow analysis
 3. **Custom Quotation** - Tailored to your specific requirements and scale
 4. **Implementation Planning** - Detailed project timeline and resource planning
 5. **Success Planning** - Define success metrics and implementation goals
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CLIENT SUCCESS STORIES

Nairobi Premier Hospital

"MediQueue Pro reduced our patient wait times by 65% and increased staff satisfaction by 40%. The ROI was achieved in just 8 months."

Coast General Hospital

"The multi-branch management feature allowed us to standardize patient experience across our 5 locations while reducing administrative overhead by 55%."

Eldoret Medical Center

"The analytics module provided insights that helped us optimize staff scheduling, resulting in 30% better resource utilization."

CONTACT INFORMATION

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Monday - Friday: 8:00 AM - 6:00 PM EAT

Saturday: 9:00 AM - 1:00 PM EAT
Emergency Support: 24/7 for premium clients

Note: All prices are exclusive of 16% VAT. Hardware prices based on current market rates from authorized dealers. Service prices reflect premium implementation and support quality with enhanced features and guaranteed service levels. Prices valid for 30 days from proposal date. Custom quotations available for specific requirements. Enterprise licensing options available for large hospital chains.