



Support Pricing Document

Rate Card

G-Cloud 13

RM1557.13

Crown
Commercial
Service
Supplier



okta
Associate
Solution Provider



Support Services Rates

This support package has a flat rate of **£36,540 (ex. VAT)**. This includes:

Health Checks

The Okta Support Service provided by Innovate includes monthly health checks of the client's Okta tenant(s) to highlight any issues, or areas for improvement. As part of the onboarding process, we will assess your Okta environment. If there are any recommendations, based on best practice, we can offer our knowledge and experience to the client's team¹.

Monthly Reviews

Innovate provide the customer a monthly service review report, which will include information such as; the number of incidents, time to resolution, incidents type and much more (for a full list of reported factors please contact us). This review also serves as an opportunity to discuss service improvements and to use our wealth of knowledge of the Okta product to evaluate future developments of the platform. As an Okta Silver Service Delivery Partner, we are well placed to inform you of up-coming features.

Incident Management

Incident management is performed using a web-based portal. We respond to incidents within 1 hour of receiving the notification during support hours.

Our support staff have a broad and deep knowledge of Okta products, as well as integrated applications and are adept trouble-shooters. This results in fast incident resolution in most cases. If they feel the issue is at an application-level, they are best placed

¹ Subject to professional services fees

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to use their knowledge of the client's environment and Okta to communicate with Okta Support directly and work with them to resolve the issue. We will also work with third-party application vendors to investigate and resolve issues related to their products and your Okta platform.

Client Onboarding

When onboarding a new client, we like to understand more from their team as quickly as possible and will engage with them to discuss their Okta environment and review existing knowledge-base articles or design documents. We will carry out an initial health check on the Okta tenants and integrated applications, follow an onboarding questionnaire to ensure we haven't missed anything and complete an acceptance into service review. At this point, we will discuss any issues we discover and make recommendations on best-practice.

The Okta Support Services is an annual package that includes:

- 1 hour incident response time²
- Web-based portal or email incident logging
- Escalation of incidents and management with Okta
- Platform maintenance
- Monthly platform health checks
- Monthly service reports and reviews
- New feature recommendations

However, we would be happy to discuss additional features that would add value to the client, such as;

- Automated monitoring and alerting

² During support hours

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- Bespoke reporting
- ITSM integration for incident management

All of the above services are complemented by our UK-based Identity Practice professional services team who specialise in all aspects of identity and access management, zero-trust environments and full digital transformations.

For any remedial, or service expansion please refer to our professional services rate card below.

Professional Services Rate Card

	Strategy & Architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	413	545	413	413	385	385
2. Assist	495	600	495	495	495	495
3. Apply	633	798	633	633	589	589
4. Enable	770	941	770	770	743	743

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5. Ensure, Advise	880	1029	880	880	930	930
6. Initiate, Influence	1045	1128	1045	1045	1040	1040
7. Set Strategy, Inspire, mobilise	1238	1425	1238	1238	1150	1150

Standard engagement terms

Working Day	7.5 hours exclusive of breaks and travel time to Buyers agreed office location.
Office Hours	09:00 – 17:00 (shift patterns can be discussed with the Buyer).
Work Days	Monday to Friday excluding bank holidays (also subject to Buyer change freeze periods).
Expense Claims	Travel – Included in rate when travelling to agreed primary location. Claims outside this will be subject to the Buyer’s typical travel expense allowance. Subsistence – Included in rate.
Mileage	As per Expense Claims statement above.
Insurance	Industry standard values are included in day rate.

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The rates shown are priced in GBP per resource per day, before discounts, excluding VAT.

About Innovate IT Ltd

Innovate IT Ltd is a cloud technology company dedicated to helping clients utilise modern information technology products by coupling applications with cloud services to secure, speed up and simplify cloud deployment and configuration.

Since company formation in 2003 we have primarily supplied professional services to the private, public, finance and not-for-profit sectors. We have a proven track record of delivering high quality solutions and services across a broad suite of technologies to a broad scope of customers.

We continually develop innovative solutions for our customers, enabling them to work quicker, more flexibly and more securely.

To learn more about how Innovate IT Ltd can help your area grow by utilising cloud computing, [contact us](#).

Contact

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