

Support for Umbraco websites

Pricing

Prices shown exclusive of VAT

Pricing is dependent upon the number of hours support required on a monthly basis. Some examples are given below; please ask if none of these suit your particular requirements.

Pricing is based on:

Support cost, per hour (preferential rate)	£75
Work in excess of contracted support hours, per hour	£99

Typical drawdown contract:

Drawdown	Duration	Cost p.m.
2 hrs per month	1 year	£150

Minimum contract period: Six months
Minimum number support units* per month: Two
Minimum contract value: £450 ex vat.
* one support unit = 30 mins

24/7 call out support	£4,800 pa per site
-----------------------	--------------------

SFIA Rates

	Strategy & architecture	Change & transformation	Development & implementation	Delivery & operation	People & skills	Relationships & engagement
1. Follow	£400	£400	£400	£400	£400	£400
2. Assist	£450	£450	£450	£450	£450	£450
3. Apply	£500	£500	£500	£500	£500	£500
4. Enable	£567	£567	£567	£567	£567	£567
5. Ensure/Advise	£621	£621	£621	£621	£621	£621
6. Initiate/Influence	£725	£725	£725	£725	£725	£725
7. Set Strategy/Inspire	£800	£800	£800	£800	£800	£800

Volume Discounts

No. of Days	Discount
41-100 days	2%
101-200 days	5%
200+ days	10%

For clarity, charging works as follows:

1-40 days – daily rate

41st day to 100th day – 2% discount applied

101st day to 200th day – 5% discount applied

Anything over and including 201st day – 10% discount applied

Example:

A project of 240 days would breakdown as:

40 days @ daily rate

100 days @ (daily rate * 0.98)

100 days @ (daily rate * 0.90)

Volume discounts apply to the whole assignment. Extensions to assignments are treated as separate assignments.

Aggregate (Combination) Discounts

No. of Days	Discount
82-100 days	2%
101-200 days	5%
200+ days	10%

Aggregate duration discounts are applied where there is no break in continuity of work assignments and where all assignments are of 41 days or more duration. The percentage of the aggregate duration discount is determined by the duration of contiguous contracts over an accounting period of one year with a fixed start date (normally initial contract start date). Discount is applied only to the current contract. Discounts are not retrospectively applied to earlier contracts. Where aggregate and volume discounts apply, the greater of the two is taken.

Get in Touch

Connect
3rd Floor New Barratt House
47 North John Street
Liverpool L2 6SG
Tel: 0151 282 4321
Email: gcloud@connectinternetsolutions.com
Web: www.connectinternetsolutions.com