

**G-Cloud 14 Pricing Document for
SolarWinds Orion Proactive
Maintenance Service- Annual
Subscription
Prosperon Networks
V1.0
May 2024**

Professional Services Rate Card

SolarWinds Managed Services

- Orion Proactive Maintenance Service per year (service subscription) - £1,095 per day

Important Note: SolarWinds Managed Services are subject to full scoping to confirm exact number of days required to deliver the service.

Important notes- Pricing

1. All pricing provided are exclusive of VAT.
2. To provide our customers with an accurate scope and final pricing, we would require a scoping session on all our engagements before final pricing is provided.
3. Prosperon Terms and Conditions document will apply to any pricing provided in this document.

Booking and Cancellation Policy

Rescheduling/Cancellation of Services:

"Cancellation" refers to both cancellation and/or the rescheduling of Services by the Customer. Where Services have been ordered and booking confirmed, the following cancellation charges will apply, unless otherwise agreed, and will be invoiced under separate cover to be due on receipt:

- o Cancellations notified more than 10 working days prior to booked confirmation – No charge
- o Cancellations notified 5-10 working days prior to booked confirmation – 25% of invoice value for services
- o Cancellations notified 0-5 working days prior to booked confirmation – reimbursement of any pre- booked travel expenditure (where we are unable to obtain a full or partial refund)
- o Cancellations notified 0-4 working days prior to booked confirmation – 50% of invoice value for services

Cancellation or Rescheduling of Services must be put in writing via post or email

Classroom Courses Terms and Conditions of booking:

Payment: Full payment is required prior to the commencement of course to secure your place

Services Booking Process

- o Provisional dates may be provided by the Company's Business Support Manager or Administrator, however guaranteed confirmation of dates can only be provided on receipt of customer order.

- On receipt of Customer order the Business Support Manager or Administrator will contact you to arrange suitable dates for the delivery of the ordered services
- Once provisional or confirmed dates have been provided the Customer will receive a booking confirmation email, the allocated Company Engineer will contact the Customer directly to clarify the provision of service and provide a scope of work if applicable

Cancellation of services **must** be put in writing via post or email.

TERMS & CONDITIONS

This document is subject to the standard Prosperon Networks Terms & Conditions which are maintained on the corporate website: <http://www.prosperon.co.uk>.

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