



Cloudsoft Tempo

AWS Managed Support:

Pricing Document

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Contacts

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AWS Managed Support

Overview of Service

Cloudsoft offers 24/7 support packages, which can include the following (detailed further in the Service Description):

- 24/7 incident response, triggered by automated monitoring alerts, and by high/urgent priority tickets raised by the client
- Automated monitoring and alerting of the cloud environment, for security and reliability.
- Break-fix within the cloud environment
- Proactive monitoring, improvements and recommendations.
- Handling change requests for alterations to the cloud environment (e.g. whitelisting different IP addresses, or resizing the database).
- Disaster recovery test support.
- Access to Cloudsoft experts via support tickets, slack, email and [scheduled] voice calls

Pricing Models and Pricing

Cloudsoft support pricing is based on the size and complexity of the cloud environment, and upon the anticipated support load (e.g. number of incidents per month, number of change requests, number of questions, etc).

Cloudsoft support models are based on a fair-use policy to right-size the support package.

Indicative pricing is shown below:

Package	Implementation fee	Indicative monthly fee (ex VAT)
Support (Small)	£1,000	£500
Support (Medium)	£2,500	£5,000
Support (Large)	POA	POA

Options

Cloudsoft can also customise a support model which includes more than simply break-fix options. Our customers often want the option of days for hands-on development or support. Charges will be in accordance with Cloudsoft's standard rate card as shown below. A blended rate may also be offered where a blend of resources are required to achieve support aims:

Role	Standard Day Rate (excluding VAT)
Senior	£1,250
Principal	£1,450
Executive	£2,000
Project Management	£1,000

Notes & Standards Consultancy Day Rates:

- Consultant's Working Day: 7 hours exclusive of travel and lunch.
- Working Week: Monday to Friday excluding national holidays.
- Office Hours: 09:00 - 17:00 Monday to Friday.
- Travel, mileage subsistence: Payable at department's standard T&S rates
- Mileage: As for travel, mileage subsistence.
- Professional Indemnity Insurance: Included in day rate

Specific requirements and fixed price arrangements will be subject to a specific quotation and the execution of the G-Cloud Call-Off Order Form by both parties, subject to respective procurement policies and processes.