

iOCO

# Cloud Managed Services

01 May 2024

PROPOSAL



G-Cloud



- Immersion Day
- Solution Provider
- Digital Workplace Services Competency
- Amazon EC2 for Windows Server Delivery



# Managed Services Plan (GBP)



iOCO 24/7 Service Portal

Service	Detail
Pricing (monthly, based on platform spend)	<div>£5 000 to £49 999 – 9%</div> <div>£50 000 to £99 999 – 7.5%</div> <div>£100 000 plus – 6%</div> <div>Minimum monthly charge of £450</div>
Support hours	8 x 5
Out of hours support	5 hours included
Hyperscale platform support	✓
Centralised 24/7 monitoring and alerting	✓
FinOps cost and optimisation service	✓ iOCO to be billing partner of record
Service reviews with team	Quarterly
Containerisation and serverless support	✓
Operating and system support	✓ Shared Responsibility Matrix
SLA initial response times	Priority 1: 30 minutes (8x5)   Priority 2: 2 office hours   Priority 3-5: 4 office hours

# Managed Services Add-Ons (GBP)



iOCO 24/7 Service Portal

Service	Detail	Pricing
Well Architected Review	4 days	£ 90 / hour
Dedicated communication support channel		
Dedicated service delivery manager		
Additional support cloud architect		£ 90 / hour
Additional support cloud engineer		£ 70 / hour
24/7 Service Desk		

# Standard Service Level (SLA) Agreement



Jointly managed, drawing from both the SLAs provided by AWS and iOCO’s standard SLA.

	Description	Mean time to respond	Mean time to repair
<b>Priority 1</b> <i>Urgent incident</i>	<ul style="list-style-type: none"><li>Major outage – business is severely impacted – Cloud services to multiple users unavailable</li></ul>	30 minutes – 8/5	4 office hours
<b>Priority 2</b> <i>Priority incident</i>	<ul style="list-style-type: none"><li>Major degradation – Cloud services to many users unavailable</li></ul>	2 office hours	6 office hours
<b>Priority 3</b> <i>Medium incident</i>	<ul style="list-style-type: none"><li>Minor business impact – individual users affected only</li><li>Majority of end-user incidents will be assigned this priority</li></ul>	4 office hours	8 office hours
<b>Priority 4</b> <i>Request</i>	<ul style="list-style-type: none"><li>Scheduled services / changes</li></ul>	4 office hours	Scheduled / 40 office hours
<b>Priority 5</b> <i>Miscellaneous</i>	<ul style="list-style-type: none"><li>New customer onboarding</li><li>Request for information</li><li>Approvals of new workloads and changes to resources in Cloud Manager</li></ul>	4 office hours	60 office hours

# Terms and Conditions

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## Assumptions and caveats

- All pricing excludes VAT
- Subject to a term contract to be agreement by both parties.
- Pricing is valid for 14 days from date of proposal.
- It is the client's responsibility to ensure that they are fully compliant for all their software licenses.
- Cancellation notice needs to be provided on a company letterhead stipulating exactly which services need to be concluded.
- Errors and omissions are excluded.
- Services are subject to the Standard Terms & Conditions of iOCO Solutions.

## Disclaimer

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