IOCO PROFESSIONAL SERVICES

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iOCO

1   Pricing Summary

The pricing schedule below sets out the charges applicable for the support services listed.

Level	Role	Hourly Rate	Day Rate
L1	Junior	£50	£250
L2	Intermediate	£70	£350
L3	Senior	£90	£450
L4	Lead	£110	£550
L5	Delivery/Project Manager	£130	£650
L6	Architect	£150	£750
LS	Specialist - <Technology 1>	£160	£800
LS	Specialist - <Technology 2>	£180	£900

High level summary per level.

L1
Have a basic understanding of their field of expertise (e.g. Data, QA, App Dev, Cloud, Security) and can do routine tasks independently, but need specific guidance and instructions on more complicated tasks.

L2
Able to work without guidance from others and has a solid understanding of their area of expertise (e.g. Data, QA, App Dev, Cloud, Security) or technology. Comfortable supporting a known environment. Can develop, build and implement specific components without oversight but still requires guidance on specific design aspects.

L3
Ability to drive and resolve complex issues or to provide complex designs. Able to understand undescribed environments, flows and dependencies. Trusted to design and build technical solutions and deploy them into production.

L4
Understands the solution end-to-end and has the vision to be able to lead a team to deliver on a project objective. Understands their area of expertise at an expert level and can give oversight and guidance to deliver a quality solution.

L5
Management-level skills in the area of Service Delivery Management or Project Management where the engagement requires leadership to either deliver a quality service to the customer or build, implement and deploy according to strict project timelines.

L6
A specialist in their area of expertise and able to give design and architectural thinking to build specific solutions that match the customers specific requirements. Understands how to architect a solution according to best practise standards.

LS
Are experts in a specific technology and can give architect-level advice and design guidance to customers who have chosen a particular technology solution.

2   Support Model

Depending on which products and/or services which are selected and subscribed to, will have a slightly different support model, based on specific vendor requirements. Typically iOCO will align with the support model that each vendor adopts. We can also tailor a specific support service and standby service as required.

Depending on the service selected, this will need to be flexible to be able to adjust to the specific needs.