



Service Pricing

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1. APPLICATION PACKAGING SERVICE PRICING

- All application packaging activity is carried out in the UK.
- We can provide remote application packaging services globally.
- We can provide on-site security cleared application packaging services in the UK.
- An **application package deliverable** includes:
 - o A working application package in the requested format.
 - o Associated discovery and release documentation.
- Supported package formats include (all versions):
 - o MSI
 - o MSIX
 - o App-V
 - o ThinApp
 - o Scripted/PowerShell
 - o Intunewin
- As part of the application packaging integration and test service, we integrate each application package into your chosen delivery platform (MECM, Intune, App-V Management console or otherwise) and verify the delivery mechanism in your own environment.

1.1. TIME AND MATERIALS

This would be a standard commercial arrangement based on the SFIA rate card.

1.2. PRICE-PER-PACKAGE

- Our on-demand, fixed price model is a popular choice with many of our clients and enables accurate financial forecasting without considering the complexity of each individual application.
- The price for each application package deviates based on the number of unit requests in the Statement of Work (SOW). Payment terms are typically within 30 days delivery of the work item, or as agreed in the SOW.
- Please note that the price of application packages cannot be adjusted retrospectively after the initial purchase order has been raised, regardless of additional volume requested thereafter.
- Work will be invoiced each calendar month in arrears for work items completed. The total amount remaining for each purchase order will be invoiced for in full regardless of whether the purchase order has been fully utilised either (whichever comes first):
 - o When all work has been completed for the purchase order.

- After a 12-month period has elapsed since the initial date of the purchase order being raised. At which point Cloudfish will still honour the unused work items, but at newly defined service level agreements (SLA) per work item.

1.3. PRICING MATRIX

All prices are in pound sterling (GBP) and subject to value added tax (VAT) at the prevailing rate.

Work Item	Volume		
	<10	>=10 and <50	>= 50
Discovery (Verification)	£50	£50	£50
Discovery (Full)	£100	£100	£100
Application Packaging/QA	£575	£450	£325
Integration/Test	£50	£50	£50
Intune Wrap	£50	£50	£50

1.4. SERVICE LEVEL AGREEMENTS

Upon receiving all required information from the client (installation media and any custom configurations) for each application packaging request, our Service Level Agreements (SLAs) are:

- Standard – delivered to the client within 5 business days.
- Emergency – delivered to the client within 1 business days*.

*The prices for all emergency SLA requests are increased by 50%. For large project work, application packaging SLAs will be agreed at project inception and defined in the SOW.