



Cloud Services

Service Definition Document



HOLHOOJA LIMITED

Product or Service Description

IaaS, SaaS or PaaS products offered on behalf of other organisations such as AWS, Google, Microsoft or Others are offered as originally offered by the original supplier. Due to continuous changes for such Services, no specific service description is given.

All subscription, or licensing monthly or annual costs will be passed to the customer **at supplier advertised rates including any discounts for volume purchasing offered by the supplier**. Holhooja will act as a reseller of 3rd party services at their advertised costs and discount structure in the relevant time period from their corresponding suppliers. For up-to-date pricing please refer to the product page at the supplier.

Holhooja Services

We offer resale service as well as integration services or Service Design that allow the service to be delivered within your projects. This is offered through:

Pre-Sale Consultancy

Holhooja will provide a **free** pre-sale consultancy to help assess the initial requirements of the Customer and determine our ability to provide a successful solution.

Assessment Stage

The Assessment Stage will be to ensure that deliverables are clear with specific project brief and a baseline plan

Design Stage

The Design Stage delivers a clear Scope of Works Documents containing where applicable and required a High- and Low-Level design documents, approach to implementation and success criteria for the delivery.

Delivery Stage

The Delivery Stage offers technical consultancy for implementation and project management service, which delivers the agreed milestones according to the specific project plan including:

- Project Initiation,
- Off-boarding of Legacy Services,
- Service On-boarding,
- Service Migration,
- Service Integration,
- User and Operational Acceptance
- Service Commissioning



Rate Card

Standard Day Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	450	450	450	450	450	450
2. Assist	550	550	550	550	550	550
3. Apply	650	650	650	650	650	650
4. Enable	750	750	750	750	750	750
5. Ensure/Advise	950	950	950	950	950	950
6. Initiate/Influence	1250	1250	1250	1250	1250	1250
7. Set Strategy/Inspire	1650	1650	1650	1650	1650	1650

Consultancy Standards

- **Working Day:** 7.5 hours exclusive of travel and lunch.
- **Working Week:** Monday to Friday excluding bank holidays
- **Office Hours:** 09:00 – 17:00 Monday to Friday
- **Travel and Subsistence:** Included in day rate
- **Professional Indemnity:** Included in day rate.

