



## G-Cloud 14 – DGM Cloud Services and Support Pricing

## Cloud Managed Service

We are able to provide a cloud management service where DGM Agility will look after and maintain your cloud environment. Typically, this will be charged on a monthly basis and will include the consumption costs of the managed cloud environment plus a 20% service Management fee which will flex with the monthly consumption costs. This means as your consumption grows so will your service management fee at a rate of 20%. However, should your monthly consumption retract, the service management costs will also retract.

This model will be followed for annual subscription models, but with the first 6 months costs paid upfront.

## Web Chat

Our omni-channel service desk provides a basic and enhanced service. Both services unfortunately do not cover web chat. This is currently an additional service we provide.

For basic 9-5 Mon – Fri support, where a member of staff will be available, this service is charged £150 per month for our dedicated team. Additional hours and out-of-normal hours service can be tailored to your specific requirements where pricing provided during consultation.

## Professional Services

DGM Agility provides professional services to assist with any integrations, software development, architecture and training. All pricing is on a per day rate and is included within the SFIA rate card.

Standards for consultancy day rate cards:

- Consultant's working day: 8 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:00pm Monday to Friday
- Travel, mileage and subsistence: Agreed travel outside of DGM Agility Office locations payable at the department's standard travel and subsistence rates.
- Professional indemnity insurance: included in day rate

Want to know more?

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**DGM Agility**

[info@dgmagility.com](mailto:info@dgmagility.com)

<https://www.dgmagility.com>