

Softcat bluesource G-Cloud Pricing

Pricing under this service provides customers with a significant discount to the equivalent Microsoft Support package.

To enable G-Cloud customers to benchmark pricing, we have provided a one-year entry level pricing below.

Service Components	Price
Included in Base Cost - Service transition on-boarding	**See Service Delivery and Transition Resource for costing option
bluesource reactive support ¹ (10 hours per month fair usage policy)	£38,500.00
Included in Base Cost - Microsoft escalation hours ² (10 hours per annum)	*See Service Add Ons for costing options
Included in Base Cost - Chargeable hours ³ (3 days per annum)	*See Service Add Ons for costing options
Included in Base Cost - Service delivery management	**See Service Delivery and Transition Resource for costing option
TOTAL Year 1	£38,500.00

Customers can only purchase the service with all service components included. A breakdown of these costs has been detailed below to enable like for like comparisons.

*Service Add On Features

To enable G-Cloud customers to conduct desktop evaluation against comparable services, costings for Microsoft escalation hours and additional chargeable hours have been detailed below – these are included in the standard service. G-Cloud customers will also be able to add these additional features and service components to their service, customers will be able to make use of any future support add-ons and features as they become available:

Service Bolt On / Add on Features	Price
Microsoft escalation hours bolt-on (20 hours)	£11,000
Chargeable hours bolt-on (5 days)	£6,000

**Service Delivery and Transition Resource

To enable G-Cloud customers to conduct desktop evaluation against comparable services, costings for Service Transition On-boarding and Service Delivery Management resource have been detailed below – these are included in the standard service. G-Cloud customers will also be able to ask for additional resource if required:

Service Delivery and Transition Resource	Price
Principle Lead	£1,485
Senior Consultant	£1,210
Project Manager	£1,210
Service Delivery Manager	£1,210

Discounts Available

-Cloud customers will see up between **20-40% discount** compared to Microsoft's direct support. Discount Pricing for each customer will depend on several factors

- Number of historic tickets raised,
- Trend analysis of current usage and resolutions,
- Size of the Microsoft estate.

A discovery process is required to determine an accurate price and resource profile.