

littlefish

Pricing Document



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Pricing Overview

Given the tailored nature of our services and the unique requirements of each client, our commercial models are as follows:

- **Time and materials (T&M).** Using the SFIA rate card as the primary method for cost calculation. We simply bill the customer based on the actual time and effort exerted by our people.
- **Fixed price.** Using SFIA rate card as the primary method for cost calculation. A fixed price is agreed with the customer based on an agreed service scope/statement of work. The customer is billed for the service either upfront, at agreed intervals, or on the completion of the work.
- **Unit pricing.** Where appropriate, some services will be offered on a per unit pricing model. The unit may be defined as a 'user' or a 'device'. A baseline charge or minimum purchased unit quantity may apply.
- **% Consumption charge.** Several cloud services are designed to offer infinite scalability and flexibility, and therefore the management/support charges would be based on a % of the target resource's consumption cost.

During the pre-sales phase, we will work collaboratively with the customer to determine the most appropriate commercial model based on the specific service(s) being procured. Consultancy services and one-off projects are typically delivered as either fixed price or time and materials. In-life support or managed services are typically delivered as either fixed price or per unit pricing.

Please note:

- *Services charges are separate from expenses associated with infrastructure usage and software licensing (i.e. Microsoft 365 subscriptions, Azure infrastructure charges, etc.). Such 'non-service' related items will be billed separately.*
- *An Order Form will be completed and verified by Littlefish, in collaboration with the buyer, using the charges outlined in the document, prior to service commencement.*
- *All charges are exclusive of VAT.*
- *All charges are based on the Call-Off terms and conditions, Littlefish terms and conditions and any associated Service Schedules to accurately describe the agreed service.*

Cloud IT Strategic Services

Maturity/Readiness Assessment Services

Maturity/Readiness Assessment services will rely on the use of resources outlined in the SFIA Rate Card. The composition of the team necessary for the delivery of the services will be tailored to the customer's specific requirements.

The customer will be charged either a fixed price for the service, or time and materials.

Design and Implementation Services

Service Design and Implementation services will rely on the use of resources outlined in the SFIA Rate Card. The composition of the team necessary for the delivery of the services will be tailored to the customer's specific requirements.

The customer will be charged either a fixed price for the service, or time and materials.

Migration Services

Migration services will rely on the use of resources outlined in the SFIA Rate Card. The composition of the team necessary for the delivery of the services will be tailored to the customer's specific requirements.

The customer will be charged either a fixed price for the service, or time and materials.

Optimisation Services

Optimisation services will rely on the use of resources outlined in the SFIA Rate Card. The composition of the team necessary for the delivery of the service will be tailored to the customer's specific requirements.

The customer will be charged either a fixed price for the service, or time and materials.

Cloud IT Support and Managed Services

Support and Managed Services

In-life support and managed services are priced on a defined and agreed service scope. The preferred commercial model for in-life support and managed service is fixed price, or – where possible – per user/device. The specific price will be agreed with the customer once the scope has been defined. If the scope changes during the term of the contract (e.g. more users or devices are added), then the price will be re-evaluated.

Customers can pay for the service monthly, quarterly, or annually up-front.

Support and managed services provided under the **EUC** category include the following:

EUC Support & Managed Service	Pricing model	Price
Azure Virtual Desktops	Fixed price or unit price	The specific charge is dependent on the service features delivered, as set out in the service schedule.
Amazon Workspaces		
Microsoft Cloud PC		
Desktop as a Service		
Azure Active Directory		
Microsoft 365		Price is for the support or managed service only and does not include associated licence or infrastructure costs.
Device Lifecycle Managed Service		
Digital Employee Experience		
Software Asset Management		
Endpoint Management with Microsoft Intune		
Microsoft Copilot		
Microsoft Power platform		
Microsoft Dynamics		
Microsoft Viva		
Service Desk		

Support and managed services provided under the infrastructure category include the following:

Infrastructure Support & Managed Service	Pricing model	Price
Azure Cloud	Fixed price, unit price, or % consumption charge	The specific charge is dependent on the service features delivered, as set out in the service schedule.
AWS Cloud		
Public & Private Cloud		
Oracle Cloud		Price is for the support or managed service only and does not include associated licence or infrastructure costs.
Google (GCP) Cloud		
Data Back-up and Protection		
Data Archive		

Support and managed services provided under the Cyber Security category include the following:

Cyber Security Support & Managed Services	Pricing model	Price
Endpoint Protection with Microsoft Defender	Fixed price or unit price	The specific charge is dependent on the service features delivered, as set out in the service schedule.
Managed Detection and Response (MDR)		
Managed Extended Detection and Response (M-XDR)		
Vulnerability Management		Price is for the support or managed service only and does not include associated licence or infrastructure costs.
Dedicated incident response resource, DFIR		
User Education and Awareness		
OT Security Monitoring		

Cyber Security Consulting Services	Price
Cyber Security Assessment	From £1,250 /day
Virtual Chief Information Security Officer (vCISO)	From £1,250 /day
Dedicated Incident Response Resource	From £1,500 /day
OT Assessment	From £1,250 /day
OT Implementation	From £1,050 /day

Service Desk Pricing

The buyer should note 24x7x365 service access is included as standard in the pricing models. Our service charges include standard provision for Incident/Service Request, Problem and Change Management covering our own services. If wider process management requirements exist (for instance overseeing the same processes across a customer's other suppliers) then further charges would be required (in line with our SFIA Rate Card), or the addition of the Service Management Office through our other service offering listed in the marketplace.

N.B. It is not possible to switch between pricing options below during the term of a contract.

Option 1 - Per User/Device Based Pricing Model

Recognising that some organisations prefer the predictability of a known Opex charge, Littlefish offer the service on a fixed charge per user or per device basis. If this option was preferred, then Littlefish would charge from £19.00 per Registered User/Device per Month. With this model Support Request* volumes would be subject to fair use provisions for the associated registered User/Devices.

**A Support Request is a collective definition for both Incidents and Service Requests as they are defined from an ITIL perspective.*

Volume pricing based on User/Device groupings is defined below:

Number of Users/Devices	Per User/Device Per Month Charge
0 – 1,999	£19.00
2,000 +	£POA

Option 2 - Volume Based Pricing Model

On-going charges can also be based on the volume of Support Requests* actioned by the Littlefish Service Desk on Demand service offering. The charge for the service will be **£18.93 per Support Request**.

**A Support Request is a collective definition for both Incidents and Service Requests as they are defined from an ITIL perspective.*

There are no volume discounts for Support Request volume-based pricing due to the inability to predict demand.

Option 3 – Complex Requirement Pricing Model

For more complex requirements that are not readily captured within the previous 2 options it is also possible to form a commercial solution through an assessment of resource requirements. This could take the form of a direct resource-related charge based on the published SFIA Rate Card, or a discount to the prices stated in Option 1 where the requirement is non-typical (i.e. Option 1 pricing is prepared based on a standard IT user's requirement, however this requirement might not conform to the customer's actual requirement).

Cyber Services Pricing

The buyer should note that the following services are 24x7x365 as standard regarding service access and operation:

- Managed Detection and Response (MDR)
- Managed Extended Detection and Response (M-XDR)
- OT Security Monitoring
- User Education and Awareness
- Vulnerability Management

Our service charges are defined by a scope or statement of work (SOW) that is evaluated before service commencement. If the service scope or SOW requirements change, then these changes would need to be reflected within an agreement variation notice and further charges may be required.

Managed Detection and Response (MDR)

Per User Based Pricing Model

The Managed Detection & Response service is a user-based pricing model that leverages several security components to provide a level of service tailored to your current security journey, pricing is variable based on the number of active users in scope and contract term, however displayed below are several user quantities to provide indicative pricing:

Number of Users	Per User Per Month Charge
250	£1.11
500	£0.75
1,000	£0.57
2,500	£0.46
5,000	£0.42
10,000	£0.40

Note: Granular pricing can be provided upon request.

Managed Extended Detection and Response (M-XDR)

Per User Based Pricing Model

The Managed Extended Detection & Response service is a user-based pricing model that leverages several security components to provide a level of service tailored to your current security journey, pricing is variable based on the number of active users in scope and contract term, however displayed below are several user quantities to provide indicative pricing:

Number of Users	Per User Per Month Charge
250	£6.75
500	£4.57
1,000	£3.48
2,500	£2.84
5,000	£2.63
10,000	£2.52

Note: Granular pricing can be provided upon request.

OT Security Monitoring

Per User Based Pricing Model

The OT Monitoring service is a device-based pricing model that leverages the Microsoft Defender For IoT/OT solution to provide a level of service tailored to your current security journey, pricing is variable based on the number of active devices in scope and contract term, however displayed below are several device quantities to provide indicative pricing:

Number of Devices	Per Device Per Month Charge
250	£2.86
500	£2.28
1,000	£1.99
2,500	£1.81
5,000	£1.75
10,000	£1.72

Note: Granular pricing can be provided upon request.

User Education & Awareness

Per User Based Pricing Model

The user education & awareness service is a user-based pricing model that leverages specialised solutions to provide a level of service tailored to your current security journey and existing technologies in place, pricing is variable based on the number of active users in scope and contract term, however displayed below are several user quantities to provide indicative pricing:

Number of Users	Per Users Per Month Charge
250	£3.73
500	£1.87
1,000	£0.93
2,500	£0.37
5,000	£0.19
10,000	£0.09

Note: Granular pricing can be provided upon request.

Vulnerability Management

Per User Based Pricing Model

The vulnerability management service is a device-based pricing model that leverages specialised solutions to provide a level of service tailored to your current security journey and existing technologies in place, pricing is variable based on the tier of service required, number of active devices in scope and contract term, however displayed below are several device quantities to provide indicative pricing:

Number of Devices	Per Devices Per Month Charge
250	£3.92
500	£1.96
1,000	£0.98
2,500	£0.39
5,000	£0.20
10,000	£0.10

Cyber Security Assessment

Requirement Based Pricing Model

For the Cyber Security Assessment service resource requirements is scoped through an assessment of resources, based on your requirements. This would take the form of a direct resource related charge based on the published SFIA Rate Card, with Cyber Security Assessments set at the “Set Strategy/Inspire” level.

Virtual Chief Information Security Officer (vCISO)

Requirement Based Pricing Model

For the Virtual Chief Information Security Officer (vCISO) service resource requirements are scoped through an assessment of resources, based on your requirements. This would take the form of a direct resource related charge based on the published SFIA Rate Card, with vCISO engagements set at the “Set Strategy/Inspire” level.

Dedicated Incident Response

Requirement Based Pricing Model

For the Dedicated Incident Response Resource service resource requirements is scoped through an assessment of resources, based on your requirements. This would take the form of a direct resource related charge based on the published SFIA Rate Card, with Incident Response engagements set at the “Incident Response (Cyber Only)” level.

OT Assessment

Requirement Based Pricing Model

For the OT Assessment service resource requirements is scoped through an assessment of resources, based on your requirements. This would take the form of a direct resource related charge based on the published SFIA Rate Card, with OT Assessment engagements set at the “Set Strategy/Inspire” level.

OT Implementation

Requirement Based Pricing Model

For the OT Implementation service resource requirements are scoped through an assessment of resources, based on your requirements. This would take the form of a direct resource related charge based on the published SFIA Rate Card, with OT Implementation engagements set at the “Initiate/Influence” level.

SFIA Rate Card

The following rates apply:

	Strategy & architecture	Change & Transformation	Development & implementation	Delivery & Operation	People & skills	Relationships & engagement
1. Follow*	N/A	N/A	N/A	£430	N/A	N/A
2. Assist*	£550	£550	N/A	£550	£550	N/A
3. Apply*	£750	£750	£750	£650	£650	N/A
4. Enable*	£875	£875	£875	£800	£800	£800
5. Ensure/Advise*	£1,000	£1,000	£1,000	£1,000	£1,000	£1,000
6. Initiate/Influence*	£1,200	£1,200	£1,200	£1,200	£1,200	£1,200
7. Set Strategy/Inspire*	£1,600	£1,600	£1,600	£1,600	£1,600	£1,600

Standards for Consultancy Day Rates

Consultant's Working Day – 8 hours exclusive of travel and lunch

Working Week – Monday to Friday excluding public holidays

Office Hours – 09:00 to 17:30 Monday to Friday

Out of Hours, Weekend & Public Holiday Rates – Out of Hours and Saturday at x1.5; Sundays and Public Holidays at x2.0

Travel, Accommodation and Subsistence – Travel, Accommodation and Subsistence will be charged at cost with subsistence capped at £30 per day inside M25 and £20 per day for all other UK locations.

Mileage – Charged at 35p per mile.

Professional Indemnity Insurance – included in the day rate.

On-Site Charge – Professional Services rates assume remote delivery. On-site requirements will attract an additional charge of £25 per day on the published rates.

A Full Day is 09:00 to 17:30 (with 30-minute lunch). A Half Day equates to up to 4 hours of activity. Project activity delivered outside of 09:00 to 17:30 Monday to Friday will be charged at the variable Out of Hours, Weekend and Public Holiday Rates defined above.

Littlefish Resource Definitions

Follow – Entry-level IT capability (supervised activities)

Assist – Desktop and Deskside delivery capability.

Apply – Tier 1 Security Analyst, Server, Network and Cloud implementation capability.

Enable – Junior Cyber Engineer, Tier 2 Security Analyst, Server, Network and Cloud configuration capability.

Ensure/Advise – Cyber Engineer, Tier 3 Security Analyst, Junior Information Security Consultant, Server, Network and Cloud design capability and Lead Project Engineer, Project Management Capability

Initiate/Influence – Senior Cyber Engineer, Cyber Security Consultant, Technical Security Consultant, Junior Incident Response Analyst, Solution Architect

Set Strategy / Inspire – Incident Response Analyst, Senior Information Security Consultant, Enterprise Architect or CTO capability.

About Littlefish

Littlefish is an award-winning Cloud based Managed IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

Our purpose is to disrupt the conventional Managed IT Services models - where the usual suspects typically fail to perform - by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!



**Enhance
User Experience**



**Enrich Workforce
Productivity**



**Effect Cost
Efficiency Gains**



**Engender Employee
Health & Wellbeing**



**Enable Agility &
Innovation**

We provide market-leading Managed IT Service solutions that fit flexibly around your business's exacting needs. Whether you're looking to fully outsource, or collaboratively co-source alongside your existing resources, we will deliver a service that enhances business performance.

OUR PARTNERS AND ACCREDITATIONS



WE ARE A MULTI AWARD WINNING BUSINESS



British Business
Excellence Award



2x MSP of
the year



Peer Group
Best Performer

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