







This pricing is provided as at May 2024 and should be considered strictly indicative. All services are individually priced and will vary according to quantity, term of service, and required features.

## Professional services

	SFIA Rate Card (£ per day)					
	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships and engagement
1. Follow	£450	£450	£450	£450	£450	£450
2. Assist	£600	£600	£600	£550	£600	£600
3. Apply	£798	£798	£798	£743	£798	£798
4. Enable	£880	£880	£880	£798	£880	£880
5. Ensure, advise	£1,140	£1,140	£950	£880	£950	£950
6. Initiate, influence	£1,320	£1,320	£1,100	£1,100	£1,100	£1,100
7. Set strategy, inspire mobilise	£1,560	£1,560	£1,300	£1,300	£1,300	£1,300

### 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 subsistence: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
-  Mileage: As for travel, mileage subsistence
-  Professional indemnity insurance: included in day rate

## Support

Trustmarque has included a number of options, based upon frequent customer projects and scenarios. Every option however is subject to a number of factors and requires a technical review with the customer to determine what is required based upon their specific environment.

An overview of our support offering is as follows:

### *Hours of cover*

Cover options	08:00 – 18:00	24hour service
Monday – Friday	✓	✓
Monday – Saturday	✓	✓
Monday - Sunday	✓	✓

### *Response times*

Incident priority	P1	P2	P3
Technical call back	30mins	1hr	4hrs

### *Incident management*

Cover option	4hour*	8hour	Next business day
Service restoration SLA	✓	✓	✓

### *Parts onsite*

Cover option	2hour**	4hour	8hour	Next business day
Service restoration SLA	✓	✓	✓	✓

\* Dependant on location and technology

\*\* Replacement part required to be in local spare holding

Remote access required

	Parts only	Maintenance	Monitored	Managed
RMAC	o	o	o	✓
Service management	o	o	o	✓
Device availability monitoring			✓	✓
Release/Configuration management				✓
Failover/Resilience testing				✓
Problem management				✓
Security vulnerability management				✓
Compliance management o	o	o	o	o

o = optional at additional cost

✓ = included

**RMAC:** Remote Moves, Additions and Changes are non-service affecting repeatable configuration changes to the customers systems carried out remotely by the Trustmarque NOC during core business hours (08:00 to 18:00, Monday to Friday, excluding UK public holidays). For example: Changing port config on LAN switches; creating hunt-groups on VoIP system. We use a token system where one (1) token equates to 30minutes of work. Clients buy tokens in bundles. The more tokens purchased the greater the discount.

*Exclusions:* Changes which are regarded complex in nature and are deemed either service affecting or will change the existing design or introduce a new feature or have to be executed outside core business hours\* will have to be costed separately.

\* For 24/7 managed customers, service affecting RMACs out of hours are included, but design changes are not.

## Cloud security

Cisco Cyber Security subscriptions and products start from as little as £2, per user, per month. For more detail enquires should be made with our team for tiered pricing to match each individual client's specific requirement. By way of example of some features of the cloud security portfolio:

- 🔒 Managed Cloud based Firewall from £160 per firewall per month
- 🔒 Managed MFA Prices from £2.69 per user per month
- 🔒 Managed Security Incident Alert and Response (SIAR) from £9.00 per device per month
- 🔒 Managed Cisco Umbrella Prices starting from £850 (minimum price for up to 500 users)

## Cloud collaboration

Collaboration products are highly variable and are dependent on several factors including prevailing FX rates, customer discount structure and economy of scale. However, by way of example we have included some indicative costs for Cisco Webex:

- 🔗 Webex Meeting License: from £25 per month
- 🔗 Webex Meeting Suite License: from £40 per month
- 🔗 Webex Training License: from £350 per month
- 🔗 Webex Event License: from £350 per month
- 🔗 Webex Meetings EA license: from £13 per month
- 🔗 Webex Calling License: from £6 per Month

## Cloud enterprise connectivity

Cloud based networking is a complex undertaking but can be simplified by the example below of use of the Cisco Meraki portfolio stack. The pricing below represents the indicative costs for 1 Year term from selected SKUs. Other devices are available as are contract length and volume discounts.

Device Model	Description	Price
MR53-HW	Meraki MR53 Cloud Managed AP	£975
LIC-ENT-1YR	Meraki MR Enterprise License, 1YR	£86
MX64-HW	Meraki MX64 Cloud Managed Security Appliance	£341
LIC-MX64-ENT-1YR	Meraki MX64 Enterprise License and Support,1YR	£173
MX84-HW Meraki	MX84 Cloud Managed Security Appliance	£1,142
Meraki MX84	Enterprise License and Support,1YR	£583