mazepoint

G-Cloud 14 Pricing Document

7th May 2024

Contents

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

1 Introduction

This Pricing Document covers Mazepoint's pricing regime for our service offerings on the G-Cloud Framework. Here we provide a description of the pricing elements that may need to be considered when buying Mazepoint services, the pricing tables for our services and our discounting regimes. We also provide examples of typical user journeys to assist with price calculations.

2 Pricing Elements and Considerations

2.1 Pricing Elements

Mazepoint's services fall into the following three categories:

- Software Services
- Hosting Services
- Support Services

Each of these services has different price structures and implementation considerations. In summary these are as follows:

Service	Considerations
Software	The different Mazepoint and third-party software packages available under these services are priced on the basis of annual subscription models. Discounts are available for increasing numbers of users for some software packages but not for others, just as educational and NHS discounts are not always available.
Hosting	Hosting costs are based on Virtual Machines (VMs) required to run the relevant software applications and support numbers of users. These machines are either hosted on Mazepoint's infrastructure or on Microsoft Azure. Pricing is based on the number and capacity of these VMs as well as the backup and disaster recovery service required.
Support	Support costs cover a range of different services, including those relating to system design, specification and implementation, as well as training, system support and change and development request management. Pricing is based on the SFIA Rate Card.

Each of the Software Services described below will incur software licence charges as well as hosting and support fees, all of which are specified in the sections below.

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

2.1.1 On-boarding costs

For each project, Mazepoint will confirm the on-boarding costs with the customer based on an agreed **Statement of Works** and a customer **Purchase Order** before any work starts. Multiple Statements of Works and Purchase Orders may be required during the lifecycle of an information system implementation.

Typical on-boarding costs for each of Mazepoint's Software Services include:

On-Boarding Item	Relevant G-Cloud Service
Software Licences and Maintenance	Software Service
Consultancy, Development and Support: - Situational review and diagnostics - Business change and analysis support - Business Case and Return on Investment analysis - Workshops, design and Proofs of Concept - Specification and technical documentation - Project planning, development and implementation - User and system administrator training - System support, ticketing and service levels - Change management	Support Service
Hosting Infrastructure	Hosting Service

Each Software Service requires different levels of consultancy depending on the type of project and issue resolution concerned. For example, implementing a project to give users greater visibility and transparency on data that has already been collected and stored in a data warehouse will require fewer support services than one where multiple sources of data have to be collected, validated and modelled in a database before users can work with it to carry out complex reporting, analyses and forecast scenarios. Similarly, post implementation support services will vary depending on the complexity of the support required.

2.1.2 Off-boarding costs

Relatively few items in Mazepoint Services are typically subject to off-boarding costs, as follows:

Off-Boarding Item	Relevant G-Cloud Service
Software Licences and Maintenance: - Licence and maintenance costs continue until the end of the contractual period agreed - Early termination may include settlement of outstanding licence costs	Software Services
Consultancy, Development and Support: - Review of the off-boarding requirement - Export and transfer of customer data - Other system decommissioning costs	Support Service

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

Off-boarding costs will be agreed with the customer and confirmed in a Statement of Works and Purchase Order.

2.1.3 On-going Costs

The main on-going costs for Mazepoint's Services are as follows:

Ongoing Costs	Relevant G-Cloud Service
Software Licences and Maintenance: - Annual Maintenance or Software Subscription including Maintenance	Software Services
Hosting: - Monthly hosting - Maintenance, backups and disaster recovery - Regular system and service performance reporting	Hosting Service
Consultancy, Development and Support: - Support desk, including Standard and Premium Support subscriptions - Standard Change requests - Normal Change requests	Support Service

These costs may be charged hourly or daily, in the case of support, and monthly, quarterly or annually in the case of a Hosting or Software Service.

2.1.4 Training

Training costs apply to the following Mazepoint services:

Training Costs	Relevant G-Cloud Service
Software: - Power user training - General user training - System administrator and technical training	Support Service
Consultancy, Development and Support: - Data Management training - Data modelling training - Output design and build training (reports, dashboards, other visualisations)	Support Service

There is some overlap between these two types of training. The first (Software) is more formal, less customer-specific and group based, and can include accreditation from the software supplier. The second (Consultancy, Development and Support) is more focused on customer-specific implementations, "learning by doing" and working alongside Mazepoint's consultants as data interfaces, analytical models and data visualisations are designed and built. Training costs for these two types of training are set out in the Support Services price table in Section 3.4 below.

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

2.1.5 Support

Mazepoint provides a full range of support services, from preliminary review to design, specification, project implementation and post implementation support and change management. These services are described in more detail in the Mazepoint Support Services Definition.

3 Price List

3.1 Mazepoint Data Services

Mazepoint's Data Services are delivered in a flexible way, adapting to each customer's specific requirements. Consultancy and implementation are major components of the Data Services and these are priced according to the number of days required by the customer, based on the agreed specification and with reference to the SFIA Rate Card.
Software licences may also be required to deliver the services in both test and production environments, priced according to the relevant software price list below.
Data Services can be provided in Microsoft Azure, on Mazepoint's Cloud, requiring Mazepoint's Hosting Service, or On Premise, requiring Mazepoint Support Service.
As a result, the delivery of Mazepoint's Data Services is based on a combination of Mazepoint Support, Software and Hosting Services, as follows:

Data Services	Relevant G-Cloud Service
Consultancy, Development and Support: - Service Features and Benefits described in the Mazepoint Data Services definition	Support Service
Software: - Jedox ETL Software (an integral part of the Jedox Suite software – see Mazepoint Analytics Modelling Service pricing below) - Relevant 3rd party data management tools (eg DataBricks on Microsoft Azure	Software Services
Hosting - Mazepoint Hosting Service (see pricing below)	Hosting Service

3.1.1 Volume and Other Discounts

As shown above and below, while volume discounts may apply to some of the software listed, there are no discounts for Support Services.

3.2 Mazepoint Finance and Operations Analytics Service

Mazepoint's Finance and Operations Analytics Service is delivered in a flexible way, adapting to each customer's specific requirements. Consultancy and implementation are major components of these services and these are priced according to the number of days required by the customer, based on the agreed Statement(s) of Works and with reference to the SFIA Rate Card.

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

Software licences may also be required to deliver the services in both test and production environments, priced according to the relevant software price list below.

Mazepoint's Finance and Operations Analytics Service is provided in the Cloud, requiring hosting services either from Mazepoint or Jedox, the model and system requiring Software Services and Support Services, as follows:

Analytics Modelling Service	Relevant G-Cloud Service
Consultancy, Development and Support: - Service Features and Benefits described in the Mazepoint Support and Finance and Operations Analytics Services definitions	Support Service
Software: - Jedox Software and hosting (see pricing below)	Software Services
Hosting - Mazepoint Hosting Service (see pricing below)	Hosting Service

3.2.1 Jedox Software

The Jedox software includes a number of different components, some of which can be purchased individually, although all require a certain number of core Jedox Suite licences. Jedox Suite includes most of the available components except some data connectors and other options.

Pricing is based on an annual subscription for a minimum of 3 users which includes hosting costs, software maintenance for software upgrades and bug fixes. Hosting will be supplied by Jedox AG.

NB: It is important to note that Jedox AG currently quote prices in Sterling and Euros but may change this policy in future and only quote in Euros. There is currently no indication they will do so and the software prices below are firm at the time of writing. While no material change in value will occur, the price may be subject to currency translation at a later date, depending on Jedox's pricing policy and the exchange rate at the time of agreeing the call-off contract. As such the price will be finalised at the time of agreeing the call-off contract.

Further details are set out in the tables below:

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

m@zepoint

Subscription Pricing (including Hosting)					
Jedox Product		**Named Users**	**Per User per month**	**Per User per year**	**2 year TCO***
Jedox Suite (Essential Package)	3 user pack	3	£295	£3,542	£21,252
Jedox Suite (Business Package)	10 user pack	10	£215	£2,581	£51,612
Jedox Suite (Professional Package)	10 user pack	10	£344	£4,132	£82,632
Jedox Suite (Professional Plus Package)	25 user pack	25	£375	£4,496	£224,796
Jdox Suite[1]	Additional Users	1	£193	£2,310	£4,620
eb & Excel Planner[2]	Additional Users	1	£160	£1,914	£3,828
eb Planner[3]	Additional Users	1	£138	£1,650	£3,300
eb Planner - Occasional[4]	50 user pack	50	£50	£601	£60,060
eb Viewer[5]	Additional Users	1	£28	£330	£660
Jedox Third Party Connectors		**Named Users**	**Per User per month**	**Per User per year**	**2 year TCO***
Jedox Ecosystem Connectivity (Odata etc)	10 user pack	10	£20	£238	£4,752
Jedox Snowflake Connectivity	10 user pack	10	£20	£238	£4,752
Jedox Salesforce Connectivity	10 user pack	10	£40	£482	£9,636
Jedox SAP Connectivity	10 user pack	10	£40	£482	£9,636
Jedox Microsoft Connectivity	10 user pack	10	£20	£238	£4,752
Jedox Enterprise Connectivity	10 user pack	10	£80	£964	£19,272

Models & AIssisted Planning	**Price Per Month**	**Per Annum**	**2 year TCO***
Financial Consolidation	£864	£10,362	£20,724
Projected Balance Sheet	£429	£5,148	£10,296
Profit Centre	£429	£5,148	£10,296
ssisted™ Planning	£864	£10,362	£20,724
Best Practice Accelerators (IFP, Sales, HR, ESG)	£589	£7,062	£14,124

*TCO = Total Cost of Ownership

Additional Jedox Suite Licences	Requires a minimum of 10 Jedox Suite Full Users
Web & Excel Planner	Requires a minimum of 10 Jedox Suite Full Users
Web Planner	Requires a minimum of 10 Jedox Suite Full Users
Web Planner - Occasional	Requires a minimum of 10 Jedox Suite Full Users
Web Viewer	Requires a minimum of 10 Jedox Suite Full Users

Jedox Business Intelligence Suite contains the following components:

- ⌀ Jedox Database Server, Jedox Web, Jedox Integrator, Jedox Mobile and Jedox for Excel. Licences can be purchased initially in packs of 3 or 10 named users, and thereafter in single licences.
- ⌀ Web Planner allows users to use Jedox Web and Mobile to view pre-built reports and save plans and forecasts back to Jedox Database server.
- ⌀ Web Viewer allows users to use Jedox Web and Jedox Mobile to view pre-built reports. Data can be viewed but not modified.
- ⌀ Jedox AIssisted™ Planning service is used to build and train AI models for prediction, classification, clustering and more. It provides access to all available Jedox AIssisted™ Planning functions, including Time Series Prediction and Driver-Based Prediction wizards, as well as all native AI and ML services.
- ⌀ The Non-Production licence permits Jedox Suite to be installed for 10 named full users on a single computer for the purpose of system development and testing.

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

- The Ecosystem Connectivity package includes an OData service enabling users to write data from Jedox to Power BI, Tableau and Qlik. One Jedox Connector per Jedox production server installation is required.
- SAP Connector allows the Jedox Integrator ETL tool to connect to SAP ERP, BW, and Hana for read/write. One Jedox SAP Connector per Jedox production server installation is required.
- If a User Acceptance Testing or pre-production system is required, a non-production system 10-user pack will be required.

Further details about these products can be found in the Finance & Operations Analytics Service Definition.

Access to the reporting and analytics in Jedox is through web browsers or Microsoft Excel, for which Microsoft Office licences will be required (supplied on request by Mazepoint but not through G-Cloud 14).

3.2.2 Volume and Other Discounts

While volume discounts apply to some of the software listed above (see price lists above and below), there are no discounts for Support Services.

3.3 Mazetime

The Mazetime service is delivered as Software as a Service, relying on Mazepoint Software, Hosting and Support Services. Support Services are required to on-board, manage changes and off-board the service, based on an agreed Statement(s) of Works and with reference to the SFIA Rate Card.

As a result, the delivery of the Mazetime versions is based on a combination of Mazepoint Support, Software and Hosting Services, as follows:

Mazetime Service	Relevant G-Cloud Service
Consultancy, Development and Support: - Service Features and Benefits described in the Mazepoint Support and Mazetime Services definitions	Support Service
Software - Mazetime Software (see pricing below)	Software Services
Hosting - Mazepoint Hosting Service (see Hosting Service pricing below)	Hosting Service

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

m@zepoint

3.3.1 Mazetime and Volume Discounts

Mazetime pricing including volume discounts is as follows:

User Packs	Number of Users	Monthly Cost Per User
First	20	£30
Next	250	£10
Next	250	£7

Mazetime requires a minimum of 20 users.

Typical pricing is therefore:

Number of Users	Total Per Month	Total Per Annum	Monthly Cost Per User
20	£600	£7,200	£30.00
200	£2,400	£28,800	£12.00
500	£4,710	£56,520	£9.42

3.4 Mazepoint Support Services

Mazepoint Support Services are delivered according to the number of days required by the customer, based on the agreed Statement(s) of Works and with reference to Mazepoint's SFIA Rate Card, as follows:

Service Item	Service Category	SFIA RC Reference	Cost per day
Understand the current user environment and why change is required	Consulting	7	£1,882
Diagnose existing issues and help define steps to resolve them	Consulting	7	£1,882
Map vision of improvements to known capabilities of software tools	Consulting	5	£1,588
Proof of concepts to help stakeholders understand new system potential	Consulting + Development	4+5	£1,176 -£1,588
Produce and agree specification documents	Consulting	6	£1,646
Technical review of current infrastructure, security and systems for compliance	Development	5	£1,588
Project plan (milestones, dependencies, risks, resources, communications, testing, delivery)	Consulting	5+6	£1,588 – £1,646
System implementation (infrastructure, data, modelling, outputs, visualisations, user engagement)	Development	4	£1,176

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

Face-to-Face software training for power users, general users and technical staff (up to 8 users)	Training	N/A	£1,882
Online software training for power users, general users and technical staff (up to 20 users depending on the application)	Training	N/A	£250 per hour
Consultancy, Development and Support training	Training	6	£1,646
Full system support with Mazesupport ticketing and agreed service levels	Support	2	£882
Change Requests (Standard)	Development	4	£1,176
Change Requests (Normal)	Consulting + Development	4+5	£1,176 -£1,588
Standard Support Subscription (2hrs per month)	Support		£600 per month
Premium Support Subscription (4hrs per month)	Support		£1,200 per month

The actual day rate will vary considerably based on the combination of services required, resulting in a blended rate.

Volume discounts are not available for Support Services.

3.5 Mazepoint Hosting Services

Mazepoint hosting services include the hardware, operating system and security software required to deliver Mazepoint's Software and Support services, as well as daily management and administration of this platform by Mazepoint's technical team. Each host is delivered in the form of a Virtual Machine configured to the specific requirements of each customer. Physical machines are either hosted by Mazepoint in its third-party data centre, Telehouse, or on Microsoft Azure.

Pricing is driven by the number of Virtual Machine Units required for each customer's project and system. The following table provides an indication of the number of Virtual Machines that might typically be required, depending on the complexity of the application and the number of users supported:

Software	Number of VMs	Number of Users	Monthly Cost Per VM	Total Per Month	Total Per Annum	Comments
Jedox	N/A	N/A	N/A	N/A	N/A	Included in licence price
Mazetime	2	500	£400	£800	£9,600	Web server, SQL server
Data Services - Light	1	N/A	£400	£400	£4,800	light work
Data Services - Heavy	6	N/A	£400	£2,400	£28,800	heavy work
Mazesupport	0	N/A	£0	£0	£0	add to existing users

Volume discounts are not available for Hosting Services.

3.6 Expenses and Travel Time

Travel and subsistence costs where work is carried out in the customer's offices or locations other than Mazepoint offices may be chargeable at cost without mark-up. Travel time exceeding 2 hours will be charged at 50% of the hourly rate agreed for the work.

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

4 User Journeys

The following are three typical user journeys when implementing Mazepoint's services for the purpose of calculating prices. All prices are based on fixed upfront costs and annual subscription charges.

4.1 Scenario 1 – Implementing Mazetime

Mazetime is for customers managing teams of internal staff and external contractors working and paid based on portfolios, projects, time, skill levels and expenses who are struggling to manage and control the work using tools such as Excel and Jira. Implementing Mazetime automates critical financial and management control processes, including reporting, contract management and accurate time recording. Implementing Mazetime involves the following steps:

4.1.1 Project Specification - Gap Analysis and Return on Investment Analysis

The first step for Mazetime onboarding is to understand the current processes and map them against the capabilities of Mazetime to create a gap analysis and to record the potential financial, operational performance and efficiency benefits from implementing it. In many cases, given the maturity of the Mazetime product, these gaps may be covered by the configurability of the existing product and no changes will be required. In other cases some bespoke configuration may be needed. Bespoke work will also be required where historical data from the existing system or spreadsheets is required.

Mazepoint Services	SFIA Rate	Days	Price
Gap Analysis and Return on Investment Analysis	£1,680	1	£1,680
Sub-Totals		**1**	**£1,680**

4.1.2 Bespoke Configuration

Mazetime is a multi-customer product with secure segregation of individual customer data to ensure information security. Any customer requesting bespoke configuration will also be contributing to the overall scope of the product so that all customers have the opportunity to benefit from product improvements. Bespoke configuration is generally modular in design so that it can be turned on or off as required by customers.

Bespoke development is managed on an Agile basis, with clear user stories and acceptance criteria, together with regular customer involvement in the process. Such development tends to be relatively small.

Mazepoint Services	SFIA Rate	Days	Price
Requirements specification (Agile stories) identified from the Gap Analysis	£1,400	1	£1,400
Bespoke Development, Testing and Acceptance	£1,400	3	£4,200
Sub-Totals		**4**	**£5,600**

4.1.3 Pilot Release and User Acceptance Testing

Once any bespoke configuration and development is complete, there may be a requirement to load historical data from legacy systems. It is difficult to estimate how long this may take

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

as it depends on the data source, the format and complexity of the data load. Typically this should not take longer than a day or two. Once the data is loaded, a pilot group of users would typically test the system, running in parallel with the legacy system to cross check the data and confirm its fit for purpose.

Mazepoint Services	SFIA Rate	Days	Price
Historical Data Loading	£1,140	2	£2,280
Pilot testing, data validations, remaining configurations	£1,140	2	£2,280
Sub-Totals		**4**	**£4,560**

4.1.4 General User Training and Go-Live

Mazetime is designed to be intuitive to use and to require minimal general user training. In most cases general user training is carried out by the customer's system administrator and management staff who in turn will have been involved in the Gap Analysis and design and build of any configuration. As a result they will already have a good understanding of the system and will require minimal training.

During this phase of the project the system will continue to be tested to ensure it meets the customer's requirements. At the end of this process a date will be agreed to 'go live' with the system and launch it to the users.

Thereafter Mazetime will run as a business-critical system with minimal intervention. An annual support contract is advised to ensure that Mazepoint staff are available to address any technical issues that might arise, including data problems. A support ticketing system is provided to enable system administration staff to raise support issues for fast response.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: System testing	£900	1	£900
Support Services: Training (Web)	N/A	0.5	£1,000
Cloud Software: Mazetime Licences (200 users)	N/A	N/A	£28,800
Hosting Service: 2 VMUs for 12 months	N/A	N/A	£9,600
Cloud Support: Standard Support	N/A	N/A	£7,200
Sub-Totals		**1.5**	**£47,500**

4.1.5 Project Summary

Mazetime Users	200
Total Project Implementation Time (days)	10.5
Total Project Cost - First 12 months	£59,340
Year 1 Cost per User per Annum	£297
Year 1 Cost per User per Month	£24.73
Annual Cost from Year 2 onwards	£45,600
Year 2 onwards Cost per User per Month	£19

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

m⊘zepoint

4.2 Analytics, Reporting and Planning Service to Jedox

A customer seeking to resolve the administrative overhead, data quality issues, speed of delivery, collaboration and security constraints, and lack of auditability of a simple Excel-based actuals analysis and reporting framework would typically go through the following process to configure and install Jedox:

4.2.1 Project Specification – Gap Analysis and Return on Investment

The first step for implementing a Jedox system is to understand the current approach to finance and operations analytics, reporting and planning and map them against the capabilities of Jedox to create a gap analysis and to record the potential financial, operational performance and efficiency benefits from implementing it.

The project specification phase will mainly involve Mazepoint Support Services, whereby Mazepoint business and technical specialists will work with the customer to identify the existing operational issues that are a barrier to change and then to establish the vision of the improvements and value added by the new system. Data sources will be reviewed with recommendations for as much automation as possible. This information will then be translated into a detailed specification document that will be agreed with the customer before the final price and timescales are agreed. Where there is a degree of uncertainty about the desired outcomes a contingency budget will be agreed on a Time & Materials basis to allow for more agile system delivery.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: Specification	£1,680	2	£3,360
Data Services: Data connectivity and mapping	£1,140	5	£5,700
Sub-Totals		**7**	**£9,060**

4.2.2 System Design and Build, Project Management

The next phase involves the final design of the analytical model (cube), buying the software, building the model and testing it, following which the agreed number of output reports can be designed and built, using Microsoft Excel or a very similar environment on Jedox Web. In the following table we have estimated 3 simple reports.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: Build and test analytical model	£1,400	5	£7,000
Support Services: Design and build output reports	£1,400	5	£7,000
Project Management	£1,200	2	£2,400
Software Services: Analytics Modelling (Jedox) (3 users) incl.Hosting	N/A	N/A	£10,626
Sub-Totals		**12**	**£27,026**

Document Classification: Public
Document Owner: Mazepoint Ltd.
Version: 12.0 May 2024
Effective until: May 2026

G-Cloud 14 Pricing Document

mazepoint

4.2.3 User Acceptance Testing, Training and Go-Live

The final phase is for the customer to test the service, confirm its accuracy and the quality of the data update and model change procedures, train users and finally put the service into production for 12 months on Mazepoint hosted servers for monthly reporting.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: System testing	£1,140	1	£1,140
Support Services: Training (up to 8 users - face-to-face)	N/A	2	£3,764
Cloud Support: Standard Support	N/A	N/A	£7,200
Sub-Totals		**3**	**£12,104**

Further development cycles might be added following User Acceptance Testing based on user feedback. Mazepoint's project management approach is based on the Agile methodology which is adaptable enough to accommodate this.

4.2.4 Project Summary

Users	3
Total Project Implementation Time (days)	22
Total Project Cost - First 12 months	£48,190
Year 1 Cost per User per Annum	£16,063
Year 1 Cost per User per Month	£1,339
Annual Cost from Year 2 onwards:	£17,826
Year 2 onwards Cost per User per Month	£495