



Stiona Managed Service

OPERATE. SECURE. ASSURE

PRICING

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1. Stiona Managed Service

1.1. Managed service tiers

Stiona Managed Service pricing reflects the operational effort required to support secure, reliable and compliant service operation. Pricing is based on a tiered service model to ensure that monitoring, incident management, assurance and governance activities are proportionate to the scale, complexity and risk profile of each supported service.

Managed service tiers consider factors such as service usage, transaction volumes, availability requirements, integration complexity and assurance effort. The applicable tier is agreed during onboarding and reviewed as part of ongoing service governance.

<i>Tier</i>	<i>Typical Service Profile</i>
Bronze/Base	Low to moderate usage, limited integrations, standard availability
Silver/Standard	Moderate usage, multiple user groups, integrations
Gold/Enhanced	High usage, business-critical services, complex configurations
Platinum/Critical	High-risk or high-availability services, bespoke support
Additional Professional Services	Scoping required in separate Statement of Work

Table 1 - Managed Service tiers

1.2.Managed Service Pricing

Managed service pricing is separate from service subscription pricing. Subscription charges reflect platform usage, including users and transaction volumes a minimum managed service tier applies to all supported services. Managed service tiers reflect the operational effort required to support that usage. Services operating within base subscription thresholds will typically fall within the Bronze managed service tier, with tier uplift applied where increased scale, complexity or risk is present.

<i>Tier</i>	<i>Typical Service Profile</i>	<i>Monthly Price</i>
Bronze/Base	Baseline operational support and assurance for low-scale services	£465 per month
Silver/Standard	Moderate usage, multiple user groups, integrations	£1,100 per month
Gold/Enhanced	High usage, business-critical services, complex configurations	£2,500 per month
Platinum/Critical	High-risk or high-availability services requiring bespoke support	On request
Enhanced Support/ Extended Hours	Optional uplift beyond standard support hours	Priced per contract
Additional Professional Services	Separate Statement of Work	Charged at published daily rates

Table 2 - Tier pricing¹

¹ Prices are stated at the time of publication. Pricing may be reviewed at contract renewal or by mutual agreement to reflect changes in costs, including inflation.

1.3.Service Credits

The Stiona Managed Service is delivered as a resilient, professionally managed cloud support service. While managed service availability typically exceeds stated service levels, Stiona operates a fair and transparent service credit mechanism where defined managed service availability targets are not met.

Service credits are calculated as a percentage of the applicable **monthly Managed Service fee** and represent the sole financial remedy for failure to meet managed service availability commitments. Service credits apply only to the Managed Service fee and do not apply to service subscription charges, usage-based fees, additional professional services, mobilisation activities, or third-party services, including underlying cloud platform availability.

Managed service availability relates to the availability of managed support services during published support hours, including service desk access, incident response and operational support. Credits are applied following verification of service levels and upon written request from the customer.

1.3.1. Table 1 – Managed Service Availability Credit Matrix

<i>Managed Service Availability</i>	<i>% Credit</i>	<i>Conditions</i>	<i>Notes</i>
>98%	0%	SLA met	None
95-98%	5%	Credit requested	Applied to managed Service fee
90-95%	10%	Credit requested	Applied to Managed Service fee
< 90%	15%	Credit requested	Max monthly credit

In no event shall service credits exceed **25% of the monthly Managed Service fee**. The total service credit for any calendar month shall not exceed **10% of that month's total charges**.

Service credits do not apply where reduced availability is caused by planned maintenance, emergency security maintenance, customer actions, or failures of third-party services outside Stiona's reasonable control, including Microsoft Azure.

2. Additional Professional Services

The 2025/26 rates below are for additional professional services and included for information purposes only. We will work with you to understand your requirements, agree scope and determine the best team to work with you to deliver your needs.

Additional Professional Services are optional, are not required to consume the Managed Service, and are delivered only where separately agreed.

Fixed price options are available for clearly defined business requirements.

Job family	Job role	Role level	Daily Rate
Architecture roles	Enterprise architect	Principal enterprise architect	£800
Architecture roles	Security architect	Principal security architect	£800
Architecture roles	Solution architect	Principal solution architect	£800
Architecture roles	Technical architect	Principal technical architect	£600
Chief digital and data roles	Chief information security officer	Chief information security officer	£950
Chief digital and data roles	Chief technology officer	Chief technology officer	£950
IT operations roles	Change and release manager	Configuration analyst	£400

IT operations roles	Change and release manager	Change and release analyst	£500
IT operations roles	Change and release manager	Change and release manager	£600
IT operations roles	Incident manager	Incident manager	£500
IT operations roles	Service desk manager	Service desk analyst	£400
IT operations roles	Service desk manager	Service desk manager	£600
Product and delivery roles	Business analyst	Business analyst	£400
Product and delivery roles	Business analyst	Senior business analyst	£500
Product and delivery roles	Delivery manager	Delivery manager	£500
Product and delivery roles	Delivery manager	Programme delivery manager	£600
Product and delivery roles	Service owner	Service owner	£800
Quality assurance testing (QAT) roles	Test engineer	Tester	£500
Quality assurance testing (QAT) roles	Test engineer	Senior test engineer	£700
Quality assurance testing (QAT) roles	Test manager	Test manager	£700

Software Development Roles	Software developer	Junior developer	£400
Software Development Roles	Software developer	Developer	£500
Software Development Roles	Software developer	Senior developer	£600
Software Development Roles	Software developer	Lead developer	£700
Software Development Roles	Software developer	Principal developer	£800
User-centred design roles	Accessibility specialist	Accessibility specialist	£600
User-centred design roles	Service designer	Service designer	£600
User-centred design roles	Service designer	Senior service designer	£700

Table 3 - Additional services daily rates