

Rate Card

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Support Packages

Moriyama offers a flexible range of support packages which can be for consultancy, issue investigation and resolution, and small feature changes or improvements.

All Moriyama Support packages are for a minimum 12-month plan.
Preferential rates are available for 24-month and 36-month plans.
Support packages are billed annually at the start of each 12-month term.

	Starter	Standard	Premium
Hours per year	24	48	72
Roll-over unused hours	No	Yes (up to 8 hours*)	Yes (up to 16 hours*)
12-month term	£4,440	£7,920	£11,160
24-month term (5% discount)	£4,218 per year Was £4,440 per year	£7,524 per year Was £7,920 per year	£10,602 per year Was £11,160 per year
36-month term (15% discount)	£3,774 per year Was £4,440 per year	£6,732 per year Was £7,920 per year	£9,496 per year Was £11,160 per year
Bolt on packages	24/48/72 hours	24/48/72 hours	24/48/72 hours
Ad hoc rate	£200 per hour	£185 per hour	£165 per hour

*subject to agreement with Moriyama

Extra Support Package hours:

- Where hours are used beyond your available package hours, these will be charged at the ad hoc rate shown below OR a support bolt-on can be purchased to cover the time used.
- Support bolt-ons are available to purchase at the same rate as the Support Package rate and can be used across the full term of the support contract.
- Bolt-on hours roll over from one Support Package to the next Support Package so long as renewal occurs without break.

Additional Services

Clients with an active Support agreement in place are entitled to purchase other services from Moriyama. Costs shown are examples only – actual costs will be based on your individual requirements and may differ from those shown below:

Description	Unit	Example Cost	Notes
Functional or Improvement Iteration	Per 5 Days	£5,495	Iteration costs are based on complexity. This is the minimum cost.
Developer, DevOps Engineer, Project Manager, QA	Per day	£1,099	Schedule a developer or DevOps engineer, PM or QA to work on a project outside of the Support queue.
Lead Developer	Per day	£1,250	Schedule a Lead developer on a project.
Technical Director	Per day	£1,500	Schedule a Technical Director on a project.
On-site attendance	Per day	£1,454	Day rate for on-site attendance, excludes pre-approved travel expenses.
Onboarding costs	Per Umbraco instance	From £1,998	May increase for more complex installations.
Health check	Per Umbraco instance	£5,495	Assess the overall well-being, performance, and effectiveness of the current platform.

Outside Support Agreement

Hourly ad-hoc rate	Per hour	£250	This is the hourly ad-hoc rate when no remaining Support package or bolt-on hours are available. This is also hourly rate applicable for specialist consulting provided by senior (Lead and above) members of the team.
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Azure Hosting Plans

Plan	Monthly	Annual
Shared hosting for two sites (Production and Staging)	£358	£4,290
Dedicated Production site hosting with shared Staging site hosting (Set-up fee – 1 day)	£650	£7,800
All subject to exact requirements and needs per installation. For guidance only.		

Umbraco Cloud Hosting Plans

Plan	Monthly	Annual
Starter Plan	£40	£480
Standard Plan	£250	£3,000
Professional Plan	£680	£8,160
Enterprise Plan	POA	POA
All subject to Umbraco annual price increase, minimum 12-month contract term, and requirements per individual installation.		

All Costs are exclusive of VAT at prevailing rate.