



NODE4

G-Cloud 15 Pricing Document

Security, Data and AI

NODE4 LIMITED

Public

Introduction

The purpose of this pricing document is to provide pricing information on **Node4's Lot 2 Dynamics 365 software services**. This service is delivered on the basis of one or more of the following:

- Solution base charge
- Professional services, charged at a fixed base charge / daily rate
- Microsoft licensing costs*
- Support costs*

*These will vary depending on factors including number of users, service levels and other licensing arrangements.

Solution Base Charge

This service comprises a fixed charge of £37,000 exc. VAT for the following:

- Workshop and design
- Deployment and configuration of out of the box solution components*
- Training
- Handover

*Changes and additions to core out the box functionality will be identified during the workshop phase and charged at the professional services rate presented below.

Microsoft Licensing

As a Microsoft Cloud Service Provider (CSP), Node4 offer a full range of advice, guidance, supply, delivery and transition services for Microsoft Dynamics 365 licensing. Node4 can offer you market-beating prices, so please contact us for a free quotation.

Support Services

At Node4, we pride ourselves on offering support that offers you the very best value for money. We are the right partner to support your Microsoft Dynamics 365, Power Platform, Business Central or Finance & Operations system, and our offer is:

- Support is tailored to your requirements, allowing you to choose from 1st line, 2nd line and 3rd line support options.
- Node4 support specialists can deliver expert help and guidance by whichever route you wish; telephone, email, on-site or remotely.
- Dedicated Account Managers.
- ITIL v4.0 Service Management.
- Microsoft certified support specialists.
- Receive regular updates with hints and tips, advice, and details of developments within Microsoft's products.
- Access to Microsoft's support website and resources.

Charging for Node4's support service is based upon alignment to our core service model and additional factors specific to a client's deployment. Any charge is determined upon appraisal of client requirements.

Our core service model is presented below:

Description	Standard	Accelerated
Hours – Monday to Friday excluding Bank Holidays	09:00-17:00	08:30-17:30
Review Meetings (including Service Reports)	Quarterly	Monthly
Portal Support	Included	Included
Email Support	On Request	On Request
Telephone Support	On Request	On Request
P1 Response Time	2 Hours	1 Hour
P1 Resolution Time	8 Hours	4 Hours
P2 Response Time	8 Hours	4 Hours
P2 Resolution Time	16 Hours	8 Hours
P3 Response Time	16 Hours	8 Hours
P3 Resolution Time	40 Hours	24 Hours
P4 Response Time	40 Hours	24 Hours
P4 Resolution Time	80 Hours	40 Hours
Change Request (RFC)	120 Hours	80 Hours
Service Request	120 Hours	80 Hours

Upon request, a cost for support services will be provided based upon:

- Alignment/ variance to core service model (e.g. SLAs, hours of service etc)
- Number of users
- Level of customisation and complexity
- Technical scope.

Additional service areas determining service costs include:

- Evergreening – service to be determined upon review of requirements and scope of post upgrade remediation.
- Changes and enhancements - to be quoted upon review of requirements in accordance with Node4's Professional Services rate card.

Please contact us to hear more about our support packages and obtain a free quotation.