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Logit.io Platform

UK G-Cloud 15 Framework

Pricing

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1. Pricing Overview

Pricing for Logit.io platform services is based on monthly usage and configuration. Charges are calculated per service instance (“stack”) and depend on factors including data ingestion volumes, retention periods, and selected service options.

Prices are stated in US Dollars (USD) and are exclusive of VAT, which will be charged at the prevailing rate where applicable.

The minimum service term is one month.

2. Discounts and Commitments

Pricing may vary based on usage volume, data retention requirements, service configuration, and billing commitment period (monthly or annual). Any applicable discounts are applied automatically based on the selected configuration and commitment term.

3. Logit.io Logging as a Service Pricing

Overview

Logit.io Logging as a Service provides a fully managed logging platform for ingesting, indexing, searching, and analysing log data at scale. The service is built on open-source technologies, including OpenSearch Project (formerly Elasticsearch), and includes managed log ingestion pipelines using Logstash and OpenTelemetry, dedicated OpenSearch clusters, OpenSearch Dashboards for search, visualisation, and alerting, and full API access. All log ingestion, internal data transfer, dashboard usage, alerting, and API access are included within the service pricing. Each logging stack runs on dedicated, highly available cloud infrastructure with managed backups, upgrades, and ongoing platform maintenance included.

Logging pricing is based on:

- Daily ingestion volume (GB/day)
- Searchable data retention period (days)
- Number of service instances (for multi-stack deployments)

Logging pricing scales predictably with usage to ensure transparent and fair billing for organisations of all sizes.

The pricing tables below show the monthly price per GB per day based on selected retention periods and ingestion volume bands.

Pricing Table

VOLUME Per Day (GB)	RETENTION PERIOD (Days)									
	3	5	7	14	30	60	90	120	150	180
2 - 10	52	54	58	63	65	85	101	114	127	140
11 - 99	42	44	48	53	58	75	90	102	113	125
100 - 249	38	41	43	47	55	72	85	96	107	118
250 - 499	34	36	38	45	51	66	79	89	99	110
500 - 749	31	33	36	43	48	62	74	84	94	103
750 - 999	30	32	34	39	45	59	70	79	88	97
1000 - 2050	26	28	30	36	42	55	65	74	82	90
2051 - 4090	22	25	27	33	38	49	59	67	74	82
4100 - 6150	20	22	25	29	34	44	53	60	66	73
6151 - 8200	19	21	24	28	33	43	51	58	64	71
8200 - 50000+	17	19	22	26	31	40	48	54	60	67

How to Interpret the Pricing Tables

- The tables define the per-GB rates for each combination of volume band and retention period
- Rates are expressed as USD per GB/day per month
- To compute a stack's monthly cost:
 - Identify the volume band that contains your maximum GB/day
 - Find the rate corresponding to your chosen retention
 - Multiply that rate by your maximum GB/day
- Plan increments are in 10GB per day units over 200GB

Extended Retention (Over 180 Days)

Retention beyond 180 days is classed as Extended Archival Retention, pricing is calculated exclusively using the formula below.

- Data is stored in cold or archival storage tiers
- Access remains available, but query performance may be reduced
- Pricing increases per additional retained day to reflect long-term storage costs

For retention periods longer than 180 days, pricing is calculated using a standard retention formula (see below) or quoted by sales for very long-term requirements.

$$\text{Monthly Price} = V \times P_{30} \times (2.15 + 0.015 \times (R - 180))$$

Definitions

- V = Maximum daily log volume (GB/day)
- P_{30} = Per-GB rate for 30-day retention in the applicable volume band
- R = Retention period in days

Pricing Notes

- Network transfer costs are included
- No data egress fees apply
- Usage visibility is provided via the platform dashboard

Logging Pricing Examples

Example 1

One Instance = 50GB per day ingestion with 14 days retention

Monthly cost = $50 \times \text{applicable per-GB rate}$

$50 \times \$53 = \$2,650.00$ USD per month

Example 2

Three instances = 20GB per day ingestion with 30 days retention

Monthly cost = $3 \times (20 \times \text{applicable per-GB rate})$

$3 \times (20 \times \$58) = \$3,480.00$ USD per month

Logging Over usage Protection

The Logit.io platform ensures protection from over usage on your stacks, with no hidden, or unexpected monthly fees with clear visibility on your dashboard including stack usage charts. On occasions where you send more data than expected, additional data is never deleted.

Optional Services

Single Sign On (SSO)	\$2800 p.a.
Archive to your AWS S3 or Azure Blob Storage	Included
Restore from your AWS S3 or Azure Blob Storage	Included
Data Backup/Archiving costs to our Storage*	\$0.033 per GB per month
Data Restore/Recovery costs to our Storage*	\$0.032 per GB transferred

*Applies only where customer-managed archival storage is not used.

4. Logit.io Metrics as a Service

Overview

Logit.io Metrics as a Service (MaaS) provides a fully managed metrics platform based on Prometheus, OpenTelemetry, and Grafana®.

Pricing is based on metrics ingestion volume and scrape frequency. Metrics retention is included.

Each Metrics stack runs on dedicated cloud resources with high availability.

Pricing Components

Metrics pricing consists of:

1. Base Stack Cost
2. Metrics Ingestion Cost

Base Stack Cost

Metrics Stack Base Cost is \$49

The base stack cost includes:

- Dedicated metrics infrastructure
- Fully managed Prometheus and Grafana®
- High availability and platform management

Metrics Ingestion Pricing

Metrics are billed based on the number of metrics ingested per minute (MPM). The effective MPM depends on the configured scrape interval (resolution).

Example Scrape Interval to Metrics per Minute Multiplier:

Scrape Interval (Resolution) in Seconds	Metrics per minute (MPM)
120	0.5
60	1
30	2
15	4

Multiple scrape intervals may be used within the same Metrics stack.

Cost Per Metric

Metrics ingestion is priced per **1,000 metrics**, based on commitment type.

	Cost Per 1000 Metrics in USD
Annual	10
Monthly	14

Metrics Pricing Formula

Monthly Metrics Cost = Base Stack Cost + (MPM Multiplier × (Total Metrics × Cost per 1,000 Metrics))

Where:

- Total Metrics = number of unique metrics ingested
- MPM Multiplier = derived from scrape interval
- Cost per 1,000 Metrics = based on commitment type

Metrics Pricing Examples

Example 1

5,000 metrics scraped every 30 seconds (annual commitment)

$$49 + (2 \times (5000 \times (10 / 1000)))$$

= \$149 per month

Example 2

150,000 metrics scraped every 120 seconds (monthly commitment)

$$49 + (0.5 \times (150000 \times (14 / 1000)))$$

= \$1,099 per month

Example 3

35,000 metrics scraped every 60 seconds (annual commitment)

$$49 + (1 \times (35000 \times (10 / 1000)))$$

= \$399 per month

Estimating Existing Metrics Usage

Customers with an existing Prometheus deployment can estimate their current metrics volume using the following query:

```
quantile_over_time(0.95, count({__name__=~".+"}) [30d:])
```

This query provides a representative estimate of sustained metrics usage over time.

Metrics Retention

Metrics retention is included in the Metrics as a Service price.

- Default metrics retention: 18 months
- No additional charge applies for standard metrics retention
- Retention applies to all ingested metrics data

For high-volume metrics workloads, retention may be reduced to optimise storage efficiency. Reducing retention does not affect pricing.

Extended metrics retention beyond the default 18-month period may be available by agreement and may be subject to additional charges.

Metrics Over-Usage Protection

To prevent unexpected charges from short-lived usage spikes, Logit.io provides built-in over-usage protection.

- The top 5% of usage time per billing month is not billed
- This equates to approximately 36 hours per month

Example

If your normal usage is 6,000 metrics and usage temporarily spikes to 30,000 metrics for 24 hours in a billing month, billing remains based on the 6,000 metric level.

Summary

- Metrics pricing scales with ingestion volume and scrape frequency
- A fixed base cost applies per Metrics stack
- Metrics retention up to 18 months is included
- Short-term usage spikes are protected
- Pricing is predictable and transparent

5. Logit.io Tracing as a Service (APM)

Overview

Logit.io Tracing as a Service (APM) provides fully managed distributed tracing for diagnosing, monitoring, and optimising application performance.

Tracing enables real-time visibility into application behaviour, latency, errors, and service dependencies. It is designed to work alongside Logs and Metrics within the Logit.io Open Cloud Observability Platform.

Tracing is built on OpenTelemetry and integrates with Logs, Metrics, Prometheus, and Grafana®.

Pricing Components

Tracing pricing consists of:

- Span ingestion cost
- Retention (included by default)

There is no base stack cost for Tracing stack.

Tracing Pricing

Tracing is billed based on the number of spans ingested per month.

Pricing is calculated per 1 million spans.

	Cost Per million spans per month in USD
Annually	5
Monthly	6

Tracing Pricing Formula

Monthly Tracing Cost =

$(\text{Number of Spans per Month} \div 1,000,000) \times \text{Cost per 1M Spans}$

Where:

- Number of Spans per Month is the total spans ingested during the billing period
- Cost per 1M Spans depends on commitment type

Tracing Pricing Examples

Example 1 - Monthly commitment

20,000,000 spans per month - $(20,000,000 \div 1,000,000) \times 6$
 $= 20 \times 6 = \$120$ per month

Example 2 - Monthly commitment

40,000,000 spans per month - $(40,000,000 \div 1,000,000) \times 6$
 $= 40 \times 6 = \$240$ per month

Example 3 - Annual commitment

20,000,000 spans per month - $(20,000,000 \div 1,000,000) \times 5$
 $= 20 \times 5 = \$100$ per month

Example 4 - Annual commitment

40,000,000 spans per month - $(40,000,000 \div 1,000,000) \times 5$
 $= 40 \times 5 = \$200$ per month

Tracing Retention

Tracing retention is included in the Tracing as a Service price.

- Default tracing retention: 14 days
- No additional charge applies for standard tracing retention
- Retention applies to all ingested spans
- Tracing retention is not configurable under standard plans.

The default retention period is optimised for real-time debugging and performance analysis.

Extended tracing retention beyond 14 days may be available by agreement and may be subject to additional charges.

Tracing Data Access

- All retained spans remain searchable for the full retention period
- Traces integrate with logs and metrics for end-to-end analysis
- High-cardinality trace data is optimised for query performance

Summary

- Tracing is billed per million spans ingested
- 14 days of tracing retention is included by default
- Pricing scales linearly with usage
- Annual commitments offer lower per-span pricing

6. Hosted OpenSearch

Overview

Logit.io offers Hosted OpenSearch as a standalone service, independent of Logs, Metrics, or Tracing ingestion.

Hosted OpenSearch is a fully managed deployment of OpenSearch Project, designed for customers who require a scalable, secure search and analytics platform without operating the underlying infrastructure.

This service is suitable for:

- Search and analytics workloads
- Application and business data indexing
- Compliance and audit data
- Custom OpenSearch use cases

Pricing Model

Hosted OpenSearch pricing is based on allocated infrastructure resources, not data ingestion volume.

Pricing is determined by:

- Cluster size and node specifications
- Storage allocation
- Availability and replication requirements

Pricing Table

Node Size	Storage Capacity	Storage Disk	Memory	CPU	Price per Node
DEV-1-1-10	10 GiB	Local NVMe	1 GB	1	45.52
DEV-2-2-30	30 GiB	Local NVMe	2 GB	2	70.51
DEV-2-2-60	60 GiB	Local NVMe	2 GB	2	74.45
DEV-2-2-80	80 GiB	Local NVMe	2 GB	2	77.08
PRD-2-8-225	225 GiB	Local NVMe	8 GB	2	155.71
PRD-2-8-450	450 GiB	Local NVMe	8 GB	2	194.63
PRD-2-8-600	600 GiB	Local NVMe	8 GB	2	220.58
PRD-2-8-1000	1000 GiB	Local NVMe	8 GB	2	289.79
PRD-2-16-225	225 GiB	Local NVMe	16 GB	2	194.63
PRD-2-16-450	450 GiB	Local NVMe	16 GB	2	233.56
PRD-2-16-600	600 GiB	Local NVMe	16 GB	2	259.51
PRD-2-16-1000	1000 GiB	Local NVMe	16 GB	2	328.71
PRD-4-8-1500	1500 GiB	Local NVMe	8 GB	4	454.14
PRD-4-8-3000	3000 GiB	Local NVMe	8 GB	4	713.65
PRD-4-16-40	40 GiB	Local NVMe	16 GB	4	240.48

Node Size	Storage Capacity	Storage Disk	Memory	CPU	Price per Node
PRD-4-16-225	225 GiB	Local NVMe	16 GB	4	272.49
PRD-4-16-1500	1500 GiB	Local NVMe	16 GB	4	493.07
PRD-4-16-3000	3000 GiB	Local NVMe	16 GB	4	752.58
PRD-6-16-450	450 GiB	Local NVMe	16 GB	6	389.27
PRD-8-16-600	600 GiB	Local NVMe	16 GB	8	493.07
PRD-8-16-1000	1000 GiB	Local NVMe	16 GB	8	562.27
PRD-10-32-1500	1500 GiB	Local NVMe	32 GB	10	804.48
PRD-10-32-3000	3000 GiB	Local NVMe	32 GB	10	1063.99
PRD-12-64-1500	1500 GiB	Local NVMe	64 GB	12	1038.04
PRD-12-64-3000	3000 GiB	Local NVMe	64 GB	12	1297.55

Total monthly cluster cost is calculated as the number of nodes multiplied by the selected node price.

Cost per month in USD, custom nodes available on request.

What Is Included

Hosted OpenSearch pricing includes:

- Fully managed OpenSearch clusters
- Dedicated cloud infrastructure
- High availability configuration
- Managed upgrades and patching
- Monitoring and platform management
- Secure access and authentication
- Snapshot and backup management
- All Network Ingress and Egress

Clusters are provisioned with dedicated resources and are not shared with other customers.

Deployment Options

Hosted OpenSearch is available with:

- Single-node or multi-node clusters
- Hot / warm / cold tier configurations
- Custom index lifecycle policies
- Optional physically isolated or non-shared environments
- Region-specific deployment options (subject to availability)

Cluster configurations can be adjusted to meet performance, compliance, and cost requirements.

Retention and Data Lifecycle

Data retention and lifecycle policies are configurable per cluster.

- Retention periods are defined by the customer
- Data may be transitioned between storage tiers based on age
- Snapshot and archival policies can be applied

Retention and lifecycle configuration may impact overall cluster cost depending on storage requirements.

Service Requirements

Hosted OpenSearch can be purchased as:

- A standalone service, or

- As part of a broader Logit.io observability deployment

An active Logging, Metrics, or Tracing service is not required to use Hosted OpenSearch.

Summary

- Hosted OpenSearch is priced per cluster
- No ingestion-based pricing applies
- Infrastructure, management, and upgrades are included
- Retention and lifecycle policies are configurable
- Enterprise-grade options are available

7. Enterprise Plans

Overview

Enterprise plans are available subject to a minimum account spend.

All Enterprise plans include the full set of standard platform features, plus the additional capabilities outlined below.

Enterprise plans are designed for organisations with advanced operational, security, compliance, or scalability requirements.

Enterprise Support and Account Management

Enterprise customers are assigned a dedicated Account Manager to ensure smooth onboarding, faster time-to-value, and ongoing optimisation of their Logit.io deployment.

Enterprise plans include:

- Priority access to dedicated Technical Support
- Direct access to Senior Logit.io Engineers
- Assistance with:
 - Custom Logstash filters
 - Alerting configurations
 - Custom dashboards and visualisations
 - Platform optimisation and tuning

Support access is provided via:

- Live chat
- Support ticketing
- Email

- Dedicated telephone numbers for incident management

Logit.io also maintains a comprehensive help centre and internal tooling informed by years of operating large-scale enterprise logging, metrics, and tracing infrastructure.

Enterprise Authentication & Single Sign-On (SSO)

Enterprise plans support a wide range of enterprise authentication and identity federation options.

Single Sign On (SSO) Cost is \$2800 p.a.

Supported providers include:

- LDAP, Active Directory (AD), and SAML
- Google Workspace
- Azure Active Directory
- Okta
- OneLogin
- PingFederate
- Salesforce
- SiteMinder
- SSOCircle
- Custom Identity Providers (IdP)

Additional options:

- Enforced SAML-only sign-in
- Custom IdP integrations by agreement

These capabilities support compliance with requirements including ISO 27001, SOC 2, GDPR, OpenID Connect, and related standards.

Fully Managed Upgrade Paths

Enterprise plans include Fully Managed Upgrade Paths for all Logit.io stacks.

This allows customers to:

- Plan and schedule stack upgrades
- Coordinate upgrades directly with Logit.io engineers
- Perform upgrades at times aligned with internal change-management policies

This applies to all supported SaaS and managed cloud services within the Logit.io platform.

Customisable Stacks

Enterprise plans allow custom stack configurations, including:

- Flexible data volumes
- Custom retention policies
- Stack-specific hardware configurations
- Dedicated or physically isolated infrastructure
- Non-shared environment options (by agreement)

Customisation can be applied on a per-stack basis, enabling different performance or compliance profiles across environments.

Custom Service Level Agreements (SLA)

In addition to standard platform SLAs, Enterprise customers may opt for custom SLA agreements, including:

- Platform availability guarantees up to 99.999%
- Custom response and resolution targets
- Service-specific availability commitments

Custom SLA terms are subject to agreement and documented contractually.

Plan Features

A full comparison of Standard and Enterprise features is available at:

<https://logit.io/pricing>

What Is Not Included

The following are not included in Enterprise plan pricing unless explicitly agreed:

- On-site training
- Custom solution design
- On-site professional services

These services are available separately.

8. Professional Services, Training & On-Site Visits

Professional services are priced in accordance with the SFIA rate card.

Services may include:

- Centralised logging architecture design
- Logstash filter development
- OpenSearch dashboard creation

- Custom API integrations
- Automation and optimisation services

Discounts may be available where:

- A fixed number of days are purchased
- Services are invoiced in advance

Remote professional services are available globally.

On-site services at international locations may be provided by prior agreement.

9. Service Level Agreement

Standard SLAs are defined in the Logit.io Terms and Conditions.

Custom SLA agreements may be arranged — please contact your Logit.io sales representative to discuss specific requirements.

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