

Intelogy – Microsoft 365 Managed IT Support Services - Pricing Document

Microsoft 365 Managed Incident Support Service

The Intelogy Microsoft 365 Managed Incident Support Service is based on a two tier per month cost model, each providing an allowance of Service Credits*. The tiers are based on the Practice alignment, with more complex solutions mapped to the higher tier. Please note that other allowance levels and pricing models (including multi-year fees) are available on request.

Service Credit allowances cannot be rolled forwards. Overspend, when agreed – is charged at £153 per Service Credit*.

* What are Service Credits?

Intelogy use the term Service Credits to define the allowance available within our Service Agreements to be used for Service activities. In some of our agreements – different activities are charged at a higher rate, for example where the specialist expertise of a Consultant or Practice Leads is required. Using a single term allows translation of time spent into allowance spent.

Pricing band	Monthly Service Credit * Allowance	Tier 1 Monthly Cost (GBP ex VAT)	Tier 2 Monthly Cost (GBP ex VAT)
Bronze	5	£645	£725
Silver	10	£1,290	£1,450
Gold	20	£2,580	£2,900
Platinum	20+	POA	POA

Microsoft 365 Managed Incident, Change and Consultancy Support Service

The Intelogy Microsoft 365 Managed Incident, Change and Consultancy Support Service, increases the capabilities of our pure Incident Support Service. It is also based on a two-tier per month cost model, each providing an allowance of Service Credits*. The tiers are based on the Practice alignment, with more complex solutions mapped to the higher tier. Please note that other allowance levels and pricing models (including multi-year fees) are available on request.

Service Credit allowances cannot be rolled forwards. Overspend, when agreed – is charged at £153 per Service Credit*.

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Pricing band	Monthly Service Credit * Allowance	Tier 1 Monthly Cost (GBP ex VAT)	Tier 2 Monthly Cost (GBP ex VAT)
Bronze	5	£690	£775
Silver	10	£1,380	£1,550
Gold	20	£2,760	£3,100
Platinum	20+	POA	POA

Microsoft 365 Managed IT Support Service

The Intelogy Microsoft 365 Managed Managed IT Service is based on a quarterly base cost and per user cost model. It provides a quarterly allowance of Service Credits* for task-based work, with the per user cost providing guaranteed incident support with SLAs. Please note that other allowance levels and service periods (including multi-year fees) are available on request.

Service Credit allowances cannot be rolled forwards. Overspend, when agreed – is charged at £164 per Service Credit*.

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Pricing band	User Cost / user ** (GBP ex VAT)	Recommended Minimum Service Credit * Allowance	Service Credit Cost (GBP ex VAT)
A: <99	£42.70	10	£1,360
B: 100 - 300	£32.45	20	£2,720
C: >300	£17.05	30	£4,080

Illustration:

Organisation has 150 users, and follows recommended Minimum Service Credit Allowance (20)

User Quarterly Cost: 150 x £32.45 = £4,425.00

Service Credit “Tasks” Cost = £2,720.00

***Total Quarterly Cost ** =* £7,587.50**

Microsoft 365 Managed Continuous Improvement Service

The Intelogy Microsoft 365 Managed Continuous Improvement Service, is based on a simple monthly cost model. It provides a monthly allowance of Service Credits*. Please note that other allowance levels (including quarterly, annual or multi-year fees) are available on request.

Service Credit allowances in this model can be rolled forward into the immediately following month to a maximum of 50%. Draw down from the following month (also up to 50%) is also permitted.

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Intelogy use the term Service Credits to define the allowance available within our Service Agreements to be used for Service activities. In some of our agreements – different activities are charged at a higher rate, for example where the specialist expertise of a Consultant or Practice Leads is required. Using a single term allows translation of time spent into allowance spent.

Pricing band	Monthly Service Credit * Allowance	Monthly Cost (GBP ex VAT)
Bronze	40	£4,930
Silver	60	£6,735
Gold	80	£8,784
Platinum	80+	POA

Microsoft 365 Managed Call Off Service

The Intelogy Microsoft 365 Managed Call Off Service is based on a simple annual cost model. It provides an annual allowance of Service Credits*. Please note that other allowance levels and multi-year fees are available on request.

This agreement is charged at 50% on acceptance, with the remaining on an “as used” basis per month beyond 50% usage.

Service Credit allowances in this model do not have a monthly limit, though we recommend no more than 3 days of effort are applied to any given activity.

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Pricing band	Annual Service Credit * Allowance	Annual Cost (GBP ex VAT)
Bronze	60	£8,840
Silver	96	£15,744
Gold	120	£19,680

Microsoft 365 License Optimisation Assessment

The Intelogy Microsoft 365 License Optimisation Assessment is based on a single fixed fee dependent on the seat size of an organisation.

The fixed fee covers pre-requisite support, the running of the automated assessment and compilation of the report. A single consultation call post delivery of the report is also included.

Support for the transfer of licenses would be included where we are chosen as your provider, with the provision of licensing services charged separately on an annual or monthly basis. The assessment of Azure resources is excluded.

Pricing band	Fixed Cost (Exclusive of License Provision Costs)
A: 1 - 25	n/a
B: 25 – 300	£825
C: >300	£1,375

Get in touch

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