

Order Management, Orchestration & Fulfilment SaaS (SAP S/4HANA & Unit4 ERP)

G-Cloud 15 (RM1557.15)

Pricing - ArvatoConnect

Pricing Overview

The Order Management, Orchestration & Fulfilment SaaS service is provided as a cloud-hosted Software as a Service (SaaS) under G-Cloud Lot 2b.

Prices shown in this document represent the maximum charges payable under the G-Cloud 15 framework for the stated units. Buyers may select the licence tier and optional components required to meet their needs. All prices exclude VAT.

Basic SaaS Subscription – Pricing

Licence Tier	Unit	Maximum Unit Price (£)	Included Capabilities
Core Order Management & Orchestration	Per organisation / month	£4,800	Order capture, validation, routing, fulfilment tracking, standard reporting
Advanced Order Management & Orchestration	Per organisation / month	£7,700	Core plus complex orchestration rules, exception handling, enhanced reporting
Enterprise Order Management & Orchestration	Per organisation / month	£10,500	Advanced plus high-volume processing, SLA monitoring, audit controls & analytics

The SaaS subscription includes:

- Platform hosting and operation
- Maintenance, updates and patching
- Security management and resilience
- Standard support services

Basic SaaS Subscription – Allowance

	Core SaaS	Advanced SaaS	Enterprise SaaS
Orders Processed PM	≤20,000	≤70,000	≤180,000
Order / Fulfilment Power Users	4–5	10–12	22–25
Customer / Ops Users	≤50	≤150	≤300
Order Types	Standard sales orders	Sales + service orders	Complex orchestration, SLAs
Integrations	2	4	6–7
Environments	2	3	4

(Entitlement outside subscription standards can be accommodated with optional add Ons.)

Order Volume Allowance & Overage

Transaction Type	Unit	Maximum Unit Price (£)
Included order allowance	Per month	£0
Additional orders processed	Per 10,000 records	£50

(Transactions may include expense claims, mileage claims, and travel booking records.)

Optional Implementation and Support Services - Pricing

Optional Implementation and Support Services

Buyers may optionally procure additional professional services to support onboarding, configuration or optimisation of the SaaS service. These services are **not mandatory** for use of the core SaaS offering and are priced separately.

Examples of optional services include:

- Initial onboarding and service configuration
- Integration design and setup
- Data migration and validation support
- Training and knowledge transfer
- Specialist technical or architectural support

Integration & Connectivity (Optional)

Integration Type	Unit	Maximum Unit Price (£)
ERP integration (SAP S/4HANA or Unit4)	Per integration / month	£1,300
Inventory/ warehouse integration	Per integration / month	£1,100
Logistics/ carrier integration	Per integration / month	£1,100
Customer or channel system integration	Per source / month	£450
External API or data feed	Per feed/month	£400

Analytics & Fulfilment Intelligence Add-On (Optional)

Add-On	Unit	Maximum Unit Price (£)
Advanced order, fulfilment & SLA analytics.	Per organisation / month	£3,000

Environment Coverage

The SaaS Subscription includes **one production environment and one non-production environment** (e.g. test or staging).

Environment Type	Unit	Maximum Unit Price (£)
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Additional non-production environment	Per environment/month	£800
Additional production environment	Per environment/month	£1,600

Data Retention & storage

The SaaS subscription includes standard data retention and storage aligned to normal operational use.

Retention/ Storage	Unit	Maximum Unit Price (£)
Included data retention	Up to 12 Months	£0
Extended data retention	Per additional TB/ Month	£130

Extended retention applies to archived or historical datasets retained beyond the included period.

Service Limits and Assumptions

The pricing set out in this document is based on the following standard service assumptions. These assumptions do not limit buyer use of the service but define the basis on which pricing applies.

Assumptions:

- The service is subject to a **fair usage policy** consistent with enterprise SaaS norms
- Supported platforms include **SAP S/4HANA Order Management (SD-aligned processes)** and **Unit4 Order & Service Management**
- Hosting and data residency are provided within **UK and/or EU cloud regions**
- Usage materially outside these assumptions may require additional capacity or configuration, priced in accordance with this pricing document.

Optional Implementation & Support

Buyers may optionally procure professional services to support onboarding, configuration, optimisation, migration, or integration. These services are **not mandatory** for use of the SaaS offering.

SFIA- Aligned Rate Card – [Optional Services Only]

The following SFIA-aligned day rates apply only to optional professional services requested by the buyer. These services are not mandatory for use of the SaaS offering.

These rates do not apply to the core SaaS subscription, which is priced separately as set out in this pricing document.

The Skills for the Information Age (SFIA) definitions and rate card will be used to determine the cost of optional services based on agreed scope. All resources are UK-based.

Consultant Working Day: 8 hours exclusive of travel and lunch

Location: Consultants are onshore (ie UK-based)

Working Week: Monday to Friday (excluding UK public holidays)

Office Hours: 09:00–17:00

Travel & Subsistence: Payable at customer rates

Professional Indemnity Insurance: Included
All rates exclude VAT

The Skills for the Information Age (SFIA) Definitions and rate card will be used to determine the project cost based on its agreed scope. The SFIA Definitions and rate card document is set out below. The rates set out below are for UK-based resource.

	Strategy and architecture	Change & Transformation	Development & Implementation	People & Skills	Delivery & Operation	Relationships & Engagement
1.Follow	£500.00	£300.00	£400.00	£500.00	£500.00	£300.00
2.Assist	£550.00	£325.00	£450.00	£550.00	£550.00	£350.00
3.Apply	£600.00	£350.00	£500.00	£600.00	£600.00	£400.00
4.Enable	£700.00	£450.00	£700.00	£700.00	£700.00	£450.00
5.Ensure, advise	£800.00	£550.00	£900.00	£800.00	£800.00	£550.00
6.Initiate, Influence	£900.00	£650.00	£1,100.00	£900.00	£900.00	£650.00
7.Set Strategy, Inspire, mobilise	£1,000.00	£750.00	£1,500.00	£1,000.00	£1,000.00	£750.00

Terms and Conditions

The G-Cloud 15 Framework Agreement and supplier terms and conditions apply. Full terms and conditions are provided separately.

Further Information

For further information about this or any of our G-Cloud services, please contact us as follows:

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