



*Our Experts. Your Needs.
A flexible long-term Partnership*

G7 Business Solutions Limited

G-Cloud 15 Pricing Document

Cloud Support

Unit4 ERP Application Managed Service/Support

Unit4 ERP Consultancy and Project Management Services



Certificate No:268782021



Certificate No:333152020



Certificate No:323682020

Document Name:	G7 G-Cloud 15 Pricing Document
Date:	30 th January 2026
Version:	1.0
Author(s):	Julie Munt

CONTENTS

Contact Points and Terminology	3
Unit4 ERP Application Managed Service/Support	4
Unit4 ERP Consultancy and Project Management	6

Contact Points and Terminology

The main point of contact for all G7 Unit4 ERP services is:

Julie Munt
Business Development Manager
G7 Business Solutions Ltd
Block B
Lawes House
66-68 Bristol Road
Portishead
Bristol
BS20 6QG
01275 844 650
07469 158801
Julie.munt@g7bs.com
g7info@g7bs.com

This document refers to Unit4 ERP, previously known as Agresso and Unit4 Business World.

Unit4 ERP Application Managed Service/Support

The Unit4 ERP Application Managed Service/Support allows organisations to overlay expert UNIT4 ERP Application support and managed service onto their existing Unit4 ERP support. This is managed by purchasing an appropriate number of support hours per month.

G7 Application Managed Service	Monthly Fee
<i>Hours can be purchased in bands of 5 up to 30 hours and in bands of 10 above 30 hours.</i>	
Up to 10 Hours Per Month	£116 per hour = £1,160 per month
15 Hours Per Month	£112 per hour = £1,680 per month
20 Hours Per Month	£110 per hour = £2,200 per month
30 Hours Per Month	£105 per hour = £3,150 per month
30+ Hours Per Month	£100 per hour
80+ Hours Per Month	£89 per hour
System Configuration Extract for 1 client. Please note additional clients will require additional days (2-4 clients – 2 days, 4+ clients – 3 days) * System Configuration Extract daily rate	*£940 per day Plus, expenses (if carried out onsite)
<i>Prices exclude VAT. Invoiced on 1st Month for that month's service. All services will be delivered remotely. Any on site assistance will be charged as per consultancy services.</i>	

Service Charges

- The proposal for the Application Managed Service is for a contracted number of hours per month. For Software support services provided in excess of the contracted hours per month, excess hours will be charged at £135 per hours. However, if they excess occurs in the first 3 months, G7 will charge £116 per hour, while we monitor usage.
- If the customer should have any unused hours at the end of each month, those unused hours (up to a maximum of 50% of the set monthly contracted hours for the month in which they were unused) will be transferred to the following month. These unused hours can be used as additional hours in the month to which they are transferred only, they do not alter and are not considered as set monthly hours for any further rollover. For the sake of clarity, the unused hours are not cumulative and if they are not used in the month they are first transferred to then they are forfeit. For customers on contracts of more than 20 hours, the maximum roll over is 10 hours as opposed to 50%.

- The hours will be reviewed by both G7 and the Customer monthly and adjusted if required. The actual time used will be monitored in minutes.
- For services provided at times outside of Monday to Friday 9:00 to 5:30, excluding UK bank holidays, a quotation can be provided upon request.
- All third-party charges that arise during the term of this Agreement (whether incurred at the request of G7 or otherwise) that are related to the provision by of the services will be paid directly by the Customer. Such charges will not be incurred by G7 unless following discussion and agreement in writing between the Customer and G7 to establish a cost benefit case.
- All charges defined here exclude VAT, which will also be payable by the Customer at the prevailing rate.
- All other expenses will be charged at cost. No other expense will be incurred by G7 without prior authorisation by the Customer.
- G7 conducts several additional background tasks during the normal course of business. These include, but are not limited to, the production of weekly and monthly reports, weekly customer catch-up calls and monthly statistical analysis.
- The Customer shall be invoiced for the contracted hours per calendar month, subject to a requirement that both parties shall use their reasonable endeavours to agree in writing and adjust this minimum commitment according to the Customer's requirements providing there is a valid reason to do so.
- G7 reserves the right to adjust rates by RPI annually on the anniversary of the agreement start date.

Unit4 ERP Consultancy and Project Management

The Unit4 ERP Consultancy and Project Management Service allows organisations to utilise expert UNIT4 ERP Consultancy for their existing Unit4 ERP system, a new Unit4 ERP implementation or a migration to Unit4 ERP SaaS.

Consultancy Services	Daily Rate
Project Management, Design Workshops, Consultancy Knowledge Transfer Consultancy, End User Training Development and Delivery	£940
Infrastructure Consultant	£985
'How to support the system' courses with manuals. System Admin Workflow Overview for new users	£1,075

Service Charges

- The estimate for consultancy services is on a time and materials basis.
- Services will be billed within the month used. Payment terms are set at 30 (thirty) calendar days.
- Estimates of consultancy days required are based on the project duration stated, any extension to this may cause a change in the services required.
- On-site project management will be billed at half a day for activity up to 3.5 hours with full day rate billed for any on-site activity exceeding 3.5 hours. Off-site project management will be billed by the half hour.
- The number of days for workshops and build are dependent upon the functionality to be covered, the number of changes/parameterisation required, the ability of the Customer's team to turn in-flight project decisions around quickly and the commitment to delivering the planned schedule of the customer's project team availability. If extra days are required, they would be subject to the Change Control Procedure.

- For services provided outside of Monday to Friday, 9:00 to 17:30, excluding UK bank holidays, a quotation can be provided upon request.
- G7 expenses incurred, as a result of providing on-site services in the UK, will be charged at a rate of £225 per day for London (Inside M25), £175 per day for the rest of England/Wales and £175 per day for Scotland, Northern Ireland and Ireland (excluding any flights)
- All other expenses will be charged at cost. No other expense will be incurred by G7 without prior authorisation by the Customer.
- All third-party charges that arise during the term of this Agreement (whether incurred at the request of G7 or otherwise) that are related to the provision by such parties of the Services will be paid directly by the Customer. Such charges will not be incurred by G7 unless following discussion and agreement in Writing between the Customer and G7 to establish a cost benefit case.
- All charges defined here exclude VAT, which will also be payable by the Customer at the prevailing rate.
- If the Customer and G7 have agreed in Writing specific dates for delivery of Services and the Customer cancels or defers the arrangements or the Services cannot be provided by G7 due to the Customer's actions or failure to act (including but not limited to the Customer failing to meet the pre-requisites specified by G7) the Customer agrees to pay:

50% of the relevant fee if the cancellation/deferment takes place within seven (7) Working Days prior to the date of delivery of the Services and 100% of the fee if the cancellation/deferment (including non-provision of the Services) takes place within three (3) Working Days (note day one (1) of the notice period will only commence if the notification is received and acknowledged before 12:00 of that day) prior to the date of delivery of the Services, (in the event of deferment/cancellation/non-provision of the Services due to the acts or omissions of the Customer, then G7 will use all reasonable endeavours to redeploy the G7 personnel affected and will only charge this fee if it is unable to redeploy such personnel on other chargeable work); and

any non-recoupable costs which G7 incurs as a result of the cancellation/deferment, for example, travel or accommodation costs (in respect of onsite days that the Customer has pre-agreed in Writing prior to the cancellation/deferment) (subject to the Customer being provided with evidence in Writing of the costs incurred).