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Support & Consultancy

Pricing Document



Support Pricing

	Cost (ex VAT)
Standard	£3,000 per annum
Enhanced	£5,000 per annum
Custom	Charged at £600 per day

Standard: Aurion's Standard support package includes up to 25 hours of support. Unused support cannot be rolled over into the next year. The scope of support activities includes user support and system maintenance.

Enhanced: Aurion's Enhanced support package includes up to 50 hours of support. Up to 10 hours of unused support can be rolled over into the next year, if an additional year of support is purchased. The scope of support activities includes user support and system maintenance, as well as client account activities: 6-monthly online review call to review and feedback on the overall management of the project; quarterly progress report / support ticket report to highlight trends and identify opportunities for improvement or new features.

Custom: Aurion's Custom support package is designed for large-scale projects requiring more intensive support provision. Up to 20% of unused support can be rolled over into the next year, if an additional year of support is purchased. The scope of support activities includes user support and system maintenance, as well as client account activities: 6-monthly online review call to review and feedback on the overall management of the project; quarterly progress report / support ticket report to highlight trends and identify opportunities for improvement or new features; 1 x steering group / strategic review meeting to review and feedback on service provision and the overall management of the project.

Travel & subsistence within the UK, outside Northern Ireland, is charged at £150 per day.

All costs are presented ex VAT.

Consultancy Pricing

	Day Rate (ex VAT)
Consultancy	£800
Training	£1,200

Consultancy: Services under this heading could include digital learning strategy (research, online focus groups/interviews, report writing), as well as detailed requirements scoping and workshops.

Training: Types of training could include additional admin training in one of Aurion's supported platforms, authoring tool training, webinar training, etc. Training is delivered online for groups of up to 8 participants.

Travel & subsistence within the UK, outside Northern Ireland, is charged at £150 per day.

All costs are presented ex VAT.



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