
**Document
overview**

This document sets out Opencentric's pricing for:

- Software as a Service (SaaS) solutions, including:
 - Open-source Content Management Systems (Drupal)
 - Local Authority and Council platforms (LocalGov Drupal)
 - Learning Management Systems (Moodle, Drupal and Opigno)
 - Customer Relationship Management systems (CiviCRM)
- Cloud Support services, including support, maintenance and development delivered by our specialist teams

These pricing tables are intended to help buyers understand the costs associated with using Opencentric's SaaS offerings and Cloud Support services under the G-Cloud framework.

All prices are quoted in GBP and are exclusive of VAT.

If you require assistance with pricing calculations or have specific requirements, please contact William Velasco, Opencentric's Sales Director, at sales@opencentric.co.uk, or feel free to telephone 029 2000 4547.

**SaaS and
Support
Overview**

Opencentric provides enterprise-grade Software as a Service (SaaS) offerings based on open-source platforms, including Drupal, LocalGov Drupal, Moodle, Opigno and CiviCRM. Pricing is structured to provide predictable monthly costs while ensuring security, resilience, scalability and compliance.

All SaaS services are fully managed and hosted within the UK and include platform maintenance, monitoring, patching and operational management as part of the service.

In addition, we offer design, development, and project management services on a day rate, as detailed below.

Support pricing

Cloud support, maintenance and enhancement rates

Support Rates	
Item	Daily cost
Creative and interactive content designer	£750
UX designer	£850
Technical project manager	£850
Trainer	£750
Tester	£650
Technical developer	£850
Technical architect	£950
Consultant / Strategist (Director level)	£1,050

SaaS overview

Opencentric provides fully managed, secure and future-proof Software as a Service (SaaS) solutions for public-sector and enterprise organisations.

Our SaaS services combine managed application platforms with built-in resilience, security and performance optimisation, including global content delivery, to ensure high availability and consistent user experience.

SaaS is priced on a per-service basis, aligned to agreed capacity requirements such as storage, database usage and data transfer, providing predictable and transparent costs.

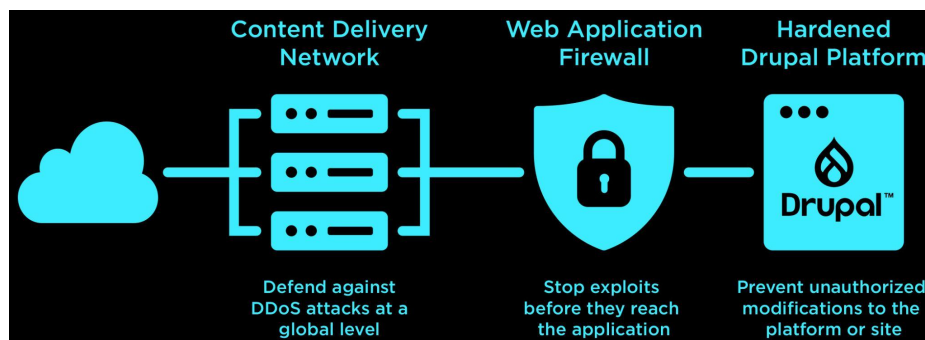
A SaaS Capacity Unit is sized based on typical application demand patterns, including content volume, concurrent users, transaction rates and performance requirements. Buyers may start with a single unit and increase units as usage grows, without service interruption.”

We offer both standard SaaS services and enhanced high-availability (HA) SaaS options for mission-critical systems, delivered using resilient, clustered cloud architectures and managed entirely by Opencentric.

SaaS service tiers

Opencentric provides two tiers of Software as a Service (SaaS), designed to meet different levels of criticality while maintaining predictable pricing and consistent service quality.

Pricing reflects the managed application service delivered to buyers and includes all underlying platform components required to operate the service securely and reliably.



Standard SaaS Service

Suitable for production websites and applications requiring a secure, scalable and fully managed SaaS platform.

Included as standard:

- Fully managed SaaS platform for the agreed application
- Secure UK-based service delivery environment
- Continuous monitoring and alerting
- Automated backups and recovery
- Operating system and platform patching
- Web application firewall (WAF) and DDoS protection
- Content delivery network (CDN)
- Managed database and storage
- Routine capacity management
- Technical platform management and optimisation

This service is suitable for most public-sector and enterprise SaaS use cases where high availability is not critical to the business.

High Availability SaaS Service

Designed for mission-critical services requiring enhanced resilience, fault tolerance and operational continuity.

Includes all Standard SaaS features, plus:

- High-availability application architecture
- Redundant service components with no single point of failure
- Automated failover and resilience monitoring
- Zero-downtime maintenance where feasible
- Enhanced incident response and recovery objectives

This tier is appropriate for citizen-facing or business-critical services requiring assured continuity.



Carbon Impact

The environmental impact of web technologies is increasingly a concern for both web service commissioners and web product suppliers. We use **sustainable energy** data centres in the UK to host our products and regularly review the carbon impact reports from our suppliers.

These measures align with our published Carbon Reduction Plan and commitment to Net Zero by 2050.”

SaaS pricing

Opencentric SaaS services are priced using SaaS Capacity Units, which represent managed application service capacity rather than underlying infrastructure resources.

SaaS Capacity Units reflect the application's scale and operational demand, including data volumes, user activity, and performance requirements. All infrastructure, platform services, security, monitoring, backup and resilience required to deliver the SaaS service are fully managed and included.

SaaS services are designed to scale by adding SaaS Capacity Units rather than modifying infrastructure. This ensures predictable performance, transparent pricing, and controlled growth without disrupting service users.

SaaS Service Tiers & Pricing	
Item	Monthly cost per unit
Standard SaaS (Production)	£650
High Availability SaaS (Mission-Critical)	£1,800

Content
Delivery and
Edge Security

All Opencentric SaaS services include integrated content delivery and edge security capabilities as part of the managed service.

These capabilities are used to improve performance, availability and security for end users and include:

- Distributed content delivery to optimise response times
- Protection against denial-of-service attacks
- Application-layer threat mitigation
- Secure encrypted connections using modern TLS standards



Content delivery and edge security are fully managed by Opencentric and are included within both Standard and High Availability SaaS service tiers at no additional cost. Buyers are not required to procure, configure or manage these capabilities separately.

James Forbes Keir

Technical Director