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Pricing Document

SAP Managed Service Support

January 2026

Consultation

Absoft have considerable experience in consultation services to support our clients use of SAP systems, including those that are hosted within cloud environments. As with any project, there are a number of variables which would make up the scope of a project or piece of work, whether it be a migration of a SAP system or an implementation of a new module to SAP.

Technical Management of SAP Infrastructure Pricing

As part of Absoft's Managed Service Support within SAP, we are able to provide the buyer with flexible pricing towards the technical management of a cloud-hosted SAP system. This would be supplied based on the exact scope of requirements. For these services, including but not limited to incident management, monitoring, patching of SAP and refresh of data, Absoft will price on an hourly unit price.

Absoft use a blended rate for activities related to the SAP infrastructure contained within a cloud environment.

Price per hour: £158.61

User Support Pricing

Support Model Options

The support needs of individual customers vary in terms of both functional coverage and support usage volumes. To provide a tailored support contract for each customer, Absoft allows each customer to select the exact number of support hours it will require.

Customers can select the exact number of support hours per month to match the annual estimated usage. This model serves to convey the flexibility in purchasing only the hours necessary. Absoft will work jointly with you to establish the appropriate level, based on previous SAP support requirements.

Support Usage - Carry-forward

Absoft quickly learned that support demands tend to fluctuate throughout the year. There can be many reasons for these peaks and troughs in demand. To account for this, we allow customers to carry forward or "bank" hours that are unused each month. In this way, hours not used in one month can be used in the next, and so on. This has the benefit that unused support hours are not lost and can be carried over for the duration of the contract. The contract term can be extended to use up any remaining bank of hours without additional purchase.

Support Usage - Top-ups

There may also be instances from time to time when additional hours are required. This could be because of an unplanned development requirement, for project post-go-live support, or because a staff shortage means that extra cover is required. Such top-ups provide a quick and effortless way to gain an extra allocation of support hours. Customers can purchase an additional number of hours that is deemed appropriate, and the cost of a top-up will be calculated based on the same agreed hourly rate. It might also be appropriate to pull hours forward from a future month's allocation. If it becomes obvious that the level of support is regularly inadequate, there is the option to subscribe to a different level. This could be from one monthly figure of hours to another, e.g., from 10 hours per month to 20 hours per month.

Rates Table

Monthly Hours	Hourly Rate/ Top Up Rate	Annual Charge
10	£157.56	£18,907
15	£156.07	£28,093
20	£155.02	£37,205
30	£150.49	£54,176
40	£146.48	£70,312
50	£143.45	£86,068
60	£141.02	£101,537
70	£139.00	£116,757
80	£137.27	£131,779
90	£135.76	£146,623
100	£134.43	£161,316
125	£131.64	£197,465
150	£129.42	£232,952

Exclusions

Pricing does not include any license requirements for SAP application.