

Pricing: Exonaut Platform and Support Services

All prices are exclusive of VAT.

1. Exonaut platform licence (annual)

The Exonaut platform licence provides the right to use the platform for the duration of the contract. Licence tier is determined by the number of named user accounts and the scale of use.

Annual licence pricing

Service name	Price unit	Price	Minimum contract period	Description
Exonaut Platform Licence – Small	Per annum	£50,000	None	Licence to use the Exonaut platform for up to 50 named user accounts
Exonaut Platform Licence – Medium	Per annum	£150,000	None	Licence to use the Exonaut platform for 51–150 named user accounts
Exonaut Platform Licence – Large	Per annum	£250,000	None	Licence to use the Exonaut platform for 151+ named user accounts

Additional information

- Licence tier is agreed at contract award
- Licence pricing is independent of hosting model
- User numbers may be adjusted at contract renewal

2. Service Support Agreement (SSA)

A Service Support Agreement (SSA) is **mandatory** for annual platform licences and applies for the duration of the contract.

Standard SSA

Service name	Price unit	Price	Minimum contract period	Description
Standard SSA – Small	Per annum	£50,000	None	Standard platform support, maintenance and updates
Standard SSA – Medium	Per annum	£100,000	None	Standard platform support, maintenance and updates
Standard SSA – Large	Per annum	£150,000	None	Standard platform support, maintenance and updates

Standard SSA includes

- Incident and issue management
- Platform maintenance and updates
- Access to email, ticketing and phone support
- Support hours and response times as defined in the SSA

Enhanced SSA (optional)

Service name	Price unit	Price	Minimum contract period	Description
Enhanced SSA – Small	Per annum	£75,000	None	Enhanced support services and service levels
Enhanced SSA – Medium	Per annum	£150,000	None	Enhanced support services and service levels
Enhanced SSA – Large	Per annum	£225,000	None	Enhanced support services and service levels

Enhanced SSA may include

- A delivery consultant or project manager on site during event build and execute

- Extended support hours, including out-of-hours support
- Faster response and resolution targets
- Enhanced service reporting
- Increased service management engagement

Exact service levels are defined in the SSA agreed at contract award.

3. Specialist Technical Support (STS)

Specialist Technical Support provides time-bound expert support and is optional.

Service name	Price unit	Price	Minimum contract period	Description
Specialist Technical Support	Per 8-hour day	£1,250	None	Specialist technical support delivered remotely or on-site
Project Management Support	Per 8-hour day	£1,300	None	Project management support for onboarding, delivery coordination and governance

Additional information

- Specialist Technical Support may include deployment, configuration, analytics, visualisation, training and technical expertise
- Project Management Support is provided on a time and materials basis at the day rate shown. The number of days required will be agreed at contract award based on the size, complexity and duration of the customer event.
- Travel and subsistence are excluded and charged at cost where on-site support is required

4. Single-use event access (optional)

Single-use event pricing provides **temporary access** to the Exonaut platform for a **single defined exercise or event**.

Single-use event pricing

Service name	Price unit	Price	Maximum contract period	Description
Exonaut Single-Use Event – Small	Per event	£40,000	3 months	Temporary platform access for a single, limited-scope event
Exonaut Single-Use Event – Medium	Per event	£75,000	6 months	Temporary platform access for a single, medium-scale event
Exonaut Single-Use Event – Large	Per event	£120,000	9 months	Temporary platform access for a single, large-scale or multi-organisation event

Single-use event notes

- **Small single-use event.** Suitable for:
 - A single organisation or unit-level activity
 - Up to 50 named user accounts
 - A defined event duration of up to 2 weeks, including preparation and evaluation
 - Limited configuration requirements
 - Typical use: tabletop or limited scope live/virtual event.
- **Medium single-use event.** Suitable for:
 - Multi-team or programme-level activity
 - 51–150 named user accounts
 - A defined event duration of up to 4 weeks, including preparation and evaluation
 - Moderate configuration requirements
 - Typical use: distributed event involving multiple stakeholders.
- **Large single-use event.** Suitable for:
 - Enterprise-scale or multi-organisation activity

- 151+ named user accounts
 - A defined event duration of up to 8 weeks, including preparation and evaluation
 - Complex configuration requirements
 - Typical use: major national or multi-national event activity.
- Single-use event access is limited to the duration of the event and associated preparation and evaluation activities
- Scope, user numbers, duration and event tier classification are agreed at contract
- Single-use event access does **not** include ongoing platform access beyond the agreed event
- A Service Support Agreement is **not mandatory** for single-use event access
- Specialist Technical Support may be purchased separately if required

5. General pricing notes

- Prices are agreed at contracting on the selected licence tier and support level
- No minimum contract value applies
- No volume discounts apply unless explicitly agreed
- Bespoke software development is **not included** and is outside the scope of this pricing