



PRODUCT

INFORMATION GOVERNANCE



Information Governance.

Pricing Document.

aiimi

Software Pricing.

IMPLEMENTATION

Implementation services are charged at our SFIA rate card rates. Effort is dependent upon the metadata enrichment processes required to fulfil your requirements and the cloud and on-premises infrastructure requirements. Contact us to discuss your requirements.

PRODUCT	DESCRIPTION	UNIT	PRICE
Aiimi Software Platform	Platform pricing is based upon the number of nodes that you require, which in turn is based upon the amount of content you are indexing (per 25TB of source content) and the disaster recovery mechanism you employ. Hot standby DR involves additional nodes, VM replication usually does not.	£30,000	Per node per Annum
Privacy & Compliance Add-On	Includes Personal Data and PCI Data detection algorithms, the internal and external Subject Access Request Portal and the Personal Data and PCI Data audit dashboards.	£30,000	Per Annum
Migration Add-On	Includes the migration rules and processing engine for cloud and on-premises migrations.	£30,000	Per Annum

Managed Services & Support Pricing.

PRICING	MANAGED SERVICES			ADDITIONAL SERVICES	
	Platform Support	Platform Innovation	Platform Optimisation	Platform Experts	Platform Community
	Technical Support Services	Release Upgrades & Deployments	Proactive Performance Monitoring & Reporting	Advisory & Auditing Services	Knowledge Sharing & Expertise
Additional 20%	✓ Provision 2nd-line support ✓ Service desk provision ✓ Regular maintenance windows ✓ Emergency patch deployments for platform ✓ Incident monitoring and reporting ✓ Customer SLA reporting ✓ Customer satisfaction surveys ✓ Access to Online Service Desk Portal ✓ Incident trend analysis ✓ Customer satisfaction measurement and reporting	✓ Deployment of quarterly product releases to customer environments (potentially on auto upgrade basis) ✓ Elastic version upgrades (in-line with software dependencies) ✓ Provision of release notes and access to the Knowledge Centre ✓ Change Control process support ✓ Regression testing programme ✓ Proactive capture of end user feedback oriented to product improvements	✓ Provision of 3rd-line support ✓ KPI and analytics monitoring and reporting ✓ Enrichment performance monitoring and reporting ✓ Proactive application monitoring (we spot the issue before the customer does) ✓ Server-level monitoring ✓ Customer environment performance testing and baselining (if applicable) ✓ Performance optimisation review & recommendations package	✓ New feature demos and tutorials ✓ Annual Information Visibility Audit ✓ Annual Cloud Adoption Audit ✓ Annual Privacy Audit ✓ Proactively engage customers to identify and advise on new opportunities ✓ Service delivery business benefits review	✓ Access to a community with key customers and affiliated partners ✓ Platform for sharing customer testimonials, case studies, referenceable materials ✓ Knowledge Centre access (i.e., guidance materials) ✓ Introduction to technology sessions (NER, OCR etc.) ✓ Roundtables and events