



# Migration.

PRODUCT

MIGRATION

PRICING DOCUMENT

# Software Price.

## 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                  |
|------------------|------------------------------------------------------------------------------------------|---------|------------------------|
| Migration Add-On | Includes the migration rules and processing engine for cloud and on-premises migrations. | £30,000 | Per Annum plus Support |

# Managed services & support pricing.

| Pricing            | Customer Experience Package           | Managed Services                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                       |                                                                                   | Additional Services            |                                                                                                                                                                                                                                   |
|--------------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    |                                       | Insight Engine Support                                                                                                                                                                                                                                                                                                                    | Insight Engine Innovation                                                                                                                                                                                                                                                                                                             | Insight Engine Optimisation                                                       | Insight Engine Experts         | Insight Engine Community                                                                                                                                                                                                          |
|                    |                                       | Technical Support Services                                                                                                                                                                                                                                                                                                                | Release Upgrades and Deployments                                                                                                                                                                                                                                                                                                      | Proactive Performance Monitoring & Reporting                                      | Advisory and Auditing Services | Knowledge Sharing & Expertise                                                                                                                                                                                                     |
| Addition<br>al 10% | Premium<br>**<br>Service Desk<br>Only | <ul style="list-style-type: none"> <li>✓ Provision 2nd line support</li> <li>✓ Service desk provision</li> <li>✓ Regular maintenance windows</li> <li>✓ Emergency patch deployments for Insight Engine</li> <li>✓ Incident monitoring and reporting</li> <li>✓ Customer SLA reporting</li> <li>✓ Customer satisfaction surveys</li> </ul> | <ul style="list-style-type: none"> <li>✓ Deployment of quarterly product releases to customer environments (potentially on auto upgrade basis)</li> <li>✓ Elastic version upgrades (only in instances where IM release has dependency with this)</li> <li>✓ Elastic license renewals</li> <li>✓ Provision of release notes</li> </ul> | <ul style="list-style-type: none"> <li>✓ Provision of 3rd line support</li> </ul> |                                | <ul style="list-style-type: none"> <li>✓ Access to an Insight Engine community with key customers and affiliated partners</li> <li>✓ Platform for sharing customer testimonials, case studies, referenceable materials</li> </ul> |

## MANAGED SERVICES &amp; SUPPORT PRICING - CONTINUED

| Pricing         | Customer Experience Package                             | Managed Services                                                                                                                                                                       |                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                  | Additional Services                                                                                                                                                                                                                                                                                     |                                                                                                                                           |
|-----------------|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
|                 |                                                         | Insight Engine Support                                                                                                                                                                 | Insight Engine Innovation                                                                                                                                                                                                                         | Insight Engine Optimisation                                                                                                                                                                                                                                                                                                      | Insight Engine Experts                                                                                                                                                                                                                                                                                  | Insight Engine Community                                                                                                                  |
|                 |                                                         | Technical Support Services                                                                                                                                                             | Release Upgrades and Deployments                                                                                                                                                                                                                  | Proactive Performance Monitoring & Reporting                                                                                                                                                                                                                                                                                     | Advisory and Auditing Services                                                                                                                                                                                                                                                                          | Knowledge Sharing & Expertise                                                                                                             |
| Addition al 15% | Priority<br>**<br>Technical Account Management          | <ul style="list-style-type: none"> <li>✓ Access to Online Service Desk Portal</li> <li>✓ Incident trend analysis</li> <li>✓ Customer satisfaction measurement and reporting</li> </ul> | <ul style="list-style-type: none"> <li>✓ Knowledge Centre access (i.e. guidance materials)</li> </ul>                                                                                                                                             | <ul style="list-style-type: none"> <li>✓ KPI and analytics monitoring and reporting</li> <li>✓ Enrichment performance monitoring and reporting</li> </ul>                                                                                                                                                                        | <ul style="list-style-type: none"> <li>✓ New feature demos and tutorials</li> </ul>                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>✓ Knowledge Centre access (i.e. guidance materials)</li> </ul>                                     |
| Addition al 20% | Platinum<br>**<br>Dedicated Customer Experience Manager |                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>✓ Early Adopters Programme</li> <li>✓ Change Control process support</li> <li>✓ Regression testing programme</li> <li>✓ Proactive capture of end user feedback oriented to product improvements</li> </ul> | <ul style="list-style-type: none"> <li>✓ Proactive application monitoring (we spot the issue before the customer does)</li> <li>✓ Server level monitoring</li> <li>✓ Customer environment performance testing and baselining (if applicable)</li> <li>✓ Performance optimisation review &amp; recommendations package</li> </ul> | <ul style="list-style-type: none"> <li>✓ Annual Information Visibility Audit</li> <li>✓ Annual Cloud Adoption Audit</li> <li>✓ Annual Privacy Audit</li> <li>✓ Proactively engage customers to identify and advise on new opportunities</li> <li>✓ Service delivery business benefits review</li> </ul> | <ul style="list-style-type: none"> <li>✓ Introduction to technology sessions (NER, OCR etc.)</li> <li>✓ Roundtables and events</li> </ul> |

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