



Pricing Document: SAP Managed Services (AMS)

1. Managed Service Support Tiers

We offer three fixed-fee support tiers based on a monthly allocation of service hours. This provides budgetary certainty while allowing flexibility across functional and technical SAP requirements.

Service Tier	Monthly Hours	UK Business Hours	24/7 P1 Coverage	Monthly Fixed Fee
Bronze	20 Hours	Included	Optional Add-on	£2,850
Silver	50 Hours	Included	Included	£6,500
Gold	100 Hours	Included	Included	£12,000

Tier Descriptions

- **Bronze:** Best for stable, low-volume environments requiring core maintenance.
- **Silver:** Our most popular tier, providing proactive health checks and emergency out-of-hours coverage.
- **Gold:** Designed for mission-critical landscapes requiring high-priority engagement and larger resource allocations.

2. Resource-Based Pricing (Hybrid Model)

For requirements exceeding the monthly retainer, or for specific project-based deliverables, we utilize a hybrid resource model. This structure ensures that strategic leadership and security-sensitive tasks are handled by our UK-based consultants, while routine technical execution is supported by our offshore specialists

Pricing Application: The blended rate is calculated as the median of our onshore and offshore day rates for the applicable seniority level. This provides a cost-effective solution for public sector buyers, allowing for high-quality UK oversight and accountability while leveraging the efficiency of offshore technical support. The specific resource mix for any engagement will be agreed upon in advance within the Statement of Work to ensure it aligns with the buyer's security and budgetary requirements.



3. Additional Charges & Implementation

- **One-time Transition Fee:** £3,500 (Covers system audit, connectivity setup, and knowledge transfer).
- **24/7 Standby (Bronze Only):** £1,500 per month (if not already included in Silver/Gold).
- **Emergency Call-Out:** Billed at 1.5x the standard hourly rate for out-of-hours work.

4. Discounts & Commercial Terms

- **Contract Length:** 5% discount for 24-month terms; 10% discount for 36-month terms.
- **Rollover Policy:** Up to 20% of unused monthly hours can be rolled over to the following month to ensure maximum value.
- **Inflation:** Annual price adjustments are capped at the prevailing Consumer Price Index (CPI).
- **VAT:** All prices exclude VAT at the prevailing rate.
- **Expenses:** No charge for travel or subsistence for remote delivery.