

Pricing – Millersoft Managed Apache Druid Service

1. Pricing Overview

This pricing document describes the commercial model for the Millersoft Managed Apache Druid Service. Pricing is designed to be transparent, modular, and scalable, allowing customers to select the level of service appropriate to their operational and security requirements.

All prices are indicative and subject to agreement via a call-off contract or order form. Infrastructure, cloud platform, and third-party costs are excluded unless explicitly stated.

2. Pricing Model

The service is priced using a combination of: - **One-off setup fees** - **Monthly service charges** - **Optional add-on services**

Pricing varies based on deployment model (bare metal or Kubernetes), service criticality, and support coverage.

3. One-Off Setup Fees

3.1 Service Onboarding and Design

- Architecture design and validation
- Security and network design review
- Deployment planning

Typical price range: £5,000 – £15,000 (one-off)

3.2 Initial Deployment

- Installation and configuration of Apache Druid
- Integration with customer infrastructure
- Initial hardening and baseline configuration

Typical price range: £10,000 – £30,000 (one-off)

4. Monthly Managed Service Charges

4.1 Core Managed Service

Includes: - Operational management of Apache Druid - Monitoring and alerting - Patch and vulnerability management - Incident and problem management - Backup configuration support

Typical price range: £2,000 – £8,000 per month

Pricing depends on: - Cluster size and complexity - Deployment model (bare metal or Kubernetes) - Environment count (e.g. production, non-production)

4.2 Support Coverage Options

- **Standard support (9x5):** Included in core price
- **Enhanced support (24x7):** Additional £1,500 – £4,000 per month

5. Optional Add-On Services

Customers may purchase additional services as required:

5.1 Performance Optimisation

- Query and ingestion tuning
- Capacity planning and scaling advice

Price: £1,200 per day

5.2 Security Enhancements

- Advanced hardening
- Security reviews and threat modelling
- Support for accreditation activities

Price: £1,200 per day

5.3 Upgrades and Major Version Changes

- Planning and execution of major Apache Druid upgrades

Price: Quoted per engagement

5.4 Training and Knowledge Transfer

- Operator and administrator training sessions
- Documentation and handover

Price: £1,000 per day

6. Out-of-Scope Costs

The following are not included unless agreed separately: - Cloud or hardware infrastructure costs - Third-party software licences - Data migration services - Application development

7. Price Review and Adjustments

Pricing may be reviewed annually or following significant changes to service scope, scale, or regulatory requirements. Any changes will be agreed in advance with the customer.

8. Invoicing

- One-off fees invoiced upon completion of milestones
- Monthly charges invoiced in arrears
- Service credits applied in accordance with the Service Definition

9. Assumptions

- Apache Druid is licensed under the Apache License 2.0
- Customer provides underlying infrastructure
- Prices exclude VAT unless stated otherwise