



JOSKOS SOLUTIONS

Pricing Document

Cloud Backup - SaaS Service

2026



Technical IT Support or Service
BETT AWARDS WINNER 2024
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Collaboration with a School
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Document Version Log

Date	Revision	Approved By	Description of Change
04.12.25	V1.0	Sonny Sharma	Reviewed



Service Overview

Joskos provides Cloud Backup on a subscription basis, priced per protected device or user, with all core platform features included. Pricing is transparent, predictable and scalable, allowing buyers to increase or decrease coverage as their environment changes.

All prices are exclusive of VAT.

Pricing Model

A detailed scope is agreed during discovery, enabling accurate pricing aligned to actual requirements rather than assumptions. Where appropriate, services can be bundled or delivered as discrete phases. Unless otherwise agreed, pricing includes:

- Project-based delivery by experienced Joskos engineers
- Secure handling of customer data
- Governance, reporting and change control
- Migration assurance and validation

Pricing Basis	Description
Per Device / Per User	Monthly subscription based on the number of protected servers, workstations or Microsoft 365 users
Minimum Term	12 months
Billing Frequency	Monthly or Quarterly
Price Inclusions	Cloud storage, encryption, management console access, backup software and core recovery features

Joskos - Tier 1 - Core Protection

Product	Unit	Price	Details
Server Backup	Per server / per month	£45.00	Cloud-first server backup and recovery using N-able Cove. Includes EDR and RMM.



Microsoft 365 User Backup	Per user / per month	£3.00	Backup of Microsoft 365 cloud data (Exchange, OneDrive, SharePoint) to N-able cloud.
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General Pricing Assumptions

- All prices are **exclusive of VAT**.
- Pricing is based on a **minimum 12-month contract term**.
- Charges are applied on a **per device, per user or per organisation basis**, as specified in the pricing table.
- Subscription quantities may be increased or decreased in line with the agreed contract terms.

Scope of Service

- Tier 1 pricing covers **standard service delivery only**, as defined in the service description.
- The service is designed for **business-as-usual environments** and does not include bespoke engineering, major remediation or one-off project work unless explicitly stated.
- Any additional services requested outside the defined scope will be quoted separately and agreed in advance.

Server Backup

- Pricing assumes supported operating systems and applications in line with JKloud compatibility.
- Cloud storage is included subject to **fair use policies**.
- Backup schedules, retention periods and recovery objectives are configured in line with standard service profiles unless otherwise agreed.
- Extensive remediation of pre-existing backup failures, legacy systems or unsupported platforms is **out of scope** and may require additional charges.

Microsoft 365 User Backup

- Pricing is per named **Microsoft 365 user**.
- Coverage includes Exchange Online, OneDrive and SharePoint data only.



- Storage is included subject to fair use policies.
- The service does not replace native Microsoft retention or compliance tooling and is provided as an additional data protection layer.

Data Residency and Compliance

- Data residency is subject to platform availability and selection at service setup.
- Services are delivered in line with UK public sector data protection requirements.
- Customers remain responsible for defining internal data retention and compliance policies.

Service Changes and Variations

- Changes to service scope, volumes or configuration may result in pricing adjustments.
- All variations will be agreed in writing prior to implementation.
- Joskos reserves the right to review pricing where material changes occur to the service environment.

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SERVICE FOCUSED

MAKING A DIFFERENCE



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Service
Supplier

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Solution Provider

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