



G-Cloud Pricing

Managed IT and Cloud Support

For G Cloud 15



Penetration
Testing



Security
Operations Centre



Vulnerability
Assessment



Flexible, Transparent Commercial Model

D2NA provides a single, comprehensive standard support level delivering unlimited service desk, remote support, and onsite support, for public, private, and hybrid cloud environments. Standard support operates 7am–7pm Monday–Friday, excluding public holidays.

Managed Service Pricing

Pricing follows a clear per user, per month model based on selected services and software stack components. Please contact D2NA to arrange a scoping call, following which we will provide accurate per user pricing for your needs.

D2NA allows customer numbers and assets to flex up or down by up to 10% annually without pricing change. This enables predictable budgeting and ensures the service meets the operational and strategic needs of UK public-sector organisations.

This structure provides clarity, predictability, and flexibility, ensuring the service meets the operational and strategic needs of UK public sector organisations.

Out of scope transformation services

Changes, upgrades and transformation projects not covered by standard managed services are charged at day rates depending on the skillset and experience. Typical day rates are as follows

Standard Day Services Rate

£800 per day (Out of standard hours £1,000)

Use cases: Client/Desk Side Implementation, Service Desk Engineers, Project Support

Infrastructure Services Rate

£1,000 per day (Out of standard hours £1,250)

Use cases: Technical Solution Design, Cloud Infrastructure Implementation, Technical Lead Cloud Engineers, Project Management

24x7 Support

For organisations requiring extended protection, a 24×7 uplift is available, providing round-the-clock response to critical incidents.

Support is delivered by UK-based cloud support engineers using our integrated tooling stack for endpoint management, cloud monitoring, patching, and security operations. This ensures consistent, predictable service quality for public-sector buyers.

Service Management

Full Service Management is available as an optional uplift, providing:

- ✓ A Dedicated Service Delivery Manager for performance, governance, reporting, and continual improvement.
- ✓ A Technical Account Manager for strategic alignment, roadmap guidance, and technical oversight.