



cantarus

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G-Cloud 15

Umbraco Support Pricing

Version: 1.0

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Umbraco Support

We provide world-class Umbraco support through our dedicated Client Success team. Our Timebank Support service provides each of our clients with access to a range of highly skilled Client Success Support Engineers, Developers, Consultants, Data Analysts and Designers for maintenance and ongoing improvements to your Umbraco solution.

Contact Us

Website: www.cantarus.com

Email: enquiries@cantarus.com

Telephone: +44 (0)161 971 3200

Package Overview

Solution Review

The fixed costs associated with an Umbraco Health Check (Solution Review) as part of our onboarding process are:

Description	Unit	Total Exc. VAT
Umbraco Health Check (Solution Review)	Package	£4,995.00

Timebank Support

The Timebank Support Model requires a client to purchase a set amount of time per month, with that time going into the Timebank and having a lifetime of three months. Clients can then draw-down on that time (the oldest time is always consumed first) as required. Our Timebank Support starts from 1 day per month as a minimum to support digital solutions; this typically supports small-scale support requests, security updates and continued operation of the 'as is' solution. For clients with greater ambition to deliver additional ongoing change, we facilitate this via a range of Timebank packages:

Our Timebank packages start from 1 day per month as a minimum to support your solution.

We provide significant discounts (via Bonus Time) on Timebank Packages for 2+ days per month.

Timebank	What you'll get All packages provide access to comprehensive SLAs, our client portal, online service desk and telephone support.	Monthly Cost	Bonus Time	Total Available Time /month	Optional 24x7 Support
1 Effort Day Per Month (7.5 Hours)	Regular environment patching & small tweaks. Ideal for maintaining stability only.	£995	–	7.5 hours	–
2 Effort Days Per Month (15 Hours)	Regular updates & maintenance with flexibility for small change requests.	£1,990	+10% (1.5 hours)	16.5 hours	Standard: +£1,000 /month Advanced: +£1,500 /month
3 Effort Days Per Month (22.5 Hours)	Ongoing change requests, patching, and solution optimisation.	£2,985	+15% (3.4 hours)	25.9 hours	Standard: +£1,000 /month Advanced: +£1,500 /month
4 Effort Days Per Month (30 Hours)	Higher throughput of requests, upgrades, and feature releases.	£3,980	+20% (6 hours)	36 hours	Standard: +£500 /month Advanced: +£1,000 /month
5 Effort Days Per Month (37.5 Hours)	For continuous change and iterative development.	£4,975	+25% (9.4 hours)	46.9 hours	Standard: +£500 /month Advanced: +£1,000 /month
6+ Effort Days Per Month	Custom package for strategic or multi-site programmes, including priority scheduling and planning support.	£POA	+30% >	Variable	Bespoke 24x7 rates available

Standard 24x7 Support: Reactive support via dedicated out of hours number. Max 3 incidents /month, additional incidents charged at £295/incident.

Advanced 24x7 Support: Standard + Automated monitoring and engineer alerting. Max 5 incidents /month, additional incidents charged at £295/incident.

The logo for cantarus, featuring the word "cantarus" in a white, lowercase, sans-serif font. The text is enclosed within a white, hand-drawn rectangular border that has a slight tilt and irregular edges, giving it a casual, sketched appearance.

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