



cantarus

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G-Cloud 15

Umbraco Heartcore Pricing

Version: 1.0

January 2026



Umbraco Heartcore

We can manage your Umbraco Heartcore subscription and platform through our dedicated Client Success team. Our Timebank Support service provides access to highly skilled Client Success Support Engineers, Developers, Consultants, Data Analysts and Designers, delivering ongoing development, integrations, maintenance and continuous improvement services for your Umbraco Heartcore solution.

Contact Us

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Package Overview

Umbraco Heartcore

We offer the following packages, with the following features:

Pricing correct for January 2026 to December 2026 and is subject to annual increase by Umbraco, for up-to-date pricing information please see:

<https://umbraco.com/products/umbraco-heartcore/>

Umbraco Heartcore Packages

	Standard	Professional	Enterprise
Summary	Recommended for the development phase of more complex projects or smaller solutions with no requirement for formal support.	Recommended for live projects of larger scale with requirements for support and granular user access control.	Recommended for business-critical, large-scale projects with high demands for support, availability and data transfer.
Features	Unlimited user roles 2 environments Unlimited languages Hosting on Umbraco Cloud included	Unlimited user roles 3 environments Unlimited languages Hosting on Umbraco Cloud included	Unlimited user roles 3 environments Unlimited languages Hosting on Umbraco Cloud included
Software / Platform	CDN included Umbraco Forms included Webhooks included GraphQL API included Preview API included	CDN included Umbraco Forms included Webhooks included GraphQL API included Preview API included	CDN included Umbraco Forms included Webhooks included GraphQL API included Preview API included
Support	Community forum access Chat support No ticket or phone support No dedicated service resource No response time or availability SLA	Community forum access Chat support Ticket support included Dedicated service responsible included Response time SLA: 24 hours Availability SLA: 99.9%	Community forum access Chat, ticket and phone support included Dedicated service responsible included Custom response time SLA Availability SLA: 99.95%
Usage Limits	Data transfer: up to 600 GB Media storage: 100 GB API rate limiting: 50 requests per second	Data transfer: up to 2,000 GB Media storage: 500 GB API rate limiting: 75 requests per second	Data transfer: custom Media storage: custom API rate limiting: starting from 75 requests per second
Price	£280/month	£1000/month	POA

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.

Development Rate Card & Timeblocks

Our standard blended daily rate is £995 /day (ex. VAT) with volume-based discounts available depending on the number of days purchased. Our Timeblock packages provide the most flexible and cost-effective method of engaging with us for larger ongoing projects, development and consultancy.

Clients can purchase a block of flexible days from us which can be used across our entire service portfolio, across all levels of seniority in our teams, accessing a wide range of professional services for ongoing transformative digital change. Whilst Timeblocks are valid for 12 months from the date of purchase, their lifetime can be extended indefinitely through additional purchase (of greater or equivalent time) prior to the Timeblock expiry, providing ultimate flexibility.

Discounts are available up to 30% from our standard daily rate (via Bonus Days)

For annually renewing Timeblocks we double the Bonus Days

Annual Timeblock	What you'll get All packages provide access to our client portal and are valid from 12 months from date of purchase.	Cost	Ad-Hoc Timeblock Bonus		Ad-Hoc Timeblock Total Effort Days	Recurring Annual Timeblock Bonus (3yr Commitment)		Recurring Annual Timeblock Total Effort Days
10 Days	This package will allow for a small project to be completed.	£9,950	+ 0.5 Days	5.0% Uplift	10.5 Days	+ 1.0 Days	10.0% Uplift	11.0 Days
20 Days	This package will allow for multiple change requests or a medium-sized project to be completed.	£19,900	+ 1.5 Days	7.5% Uplift	21.5 Days	+ 3.0 Days	15.0% Uplift	23.0 Days
40 Days	This package will allow for multiple change requests or a couple of medium sized projects to be completed.	£39,800	+ 4.0 Days	10.0% Uplift	44.0 Days	+ 8.0 Days	20.0% Uplift	48.0 Days
80 Days	This package will allow for significant projects to be completed.	£79,600	+ 12.0 Days	15.0% Uplift	92.0 Days	+ 24.0 Days	30.0% Uplift	104.0 Days

Whilst our clients typically find this approach, with the applicable discounts, more cost-effective, and simpler to manage, we do also offer a rate-card-based approach to our engagements if this is preferred (all rates below are ex VAT).

Cantarus G-Cloud Discounted Rate Card

Design / Creative

Role	Standard Rate	Discounted Rate~
Head of Experience Design	£995	£850
UX Lead	£995	£750
Senior Designer	£995	£700
Designer	£995	£600

Development / Technical

Role	Standard Rate	Discounted Rate~
Head of / Management	£1095	£950
Project Manager	£995	£850
Technical Architect / Senior Developer	£995	£850
Mid-Level Developer (UK)	£995	£700
Developer (UK)	£995	£650
Data Analyst	£995	£650
Mid-level Developer (NDC)	£995	£600
Developer (NDC)	£995	£500

Consultancy

Role	Standard Rate	Discounted Rate~
Director/C-Level	£1150	£950
Principal Consultant	£1095	£950
Senior Consultant	£995	£850
Consultant	£995	£800

All rates exclude VAT and expenses.
~ Discounts provided on Cantarus' Standard Daily Rate.

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

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